



Proudly Serving Military Families

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 Delayed - GAO Protest Settled

Implementation of Families First Phase 2 has been delayed again.

The latest delay results from a combination of a GAO protest submitted by industry and a joint letter from the Service Headquarters to TRANSCOM, SDDC and the Secretary of Defense, requesting a delay in the implementation of the program.

The GAO protest ended with a negotiated settlement that limits the rollout to a start date of July 1st at the initial 18 bases and run for at least 60 days before rolling out new transportation offices.

Before rolling out any new bases, TSPs will be allowed to file new rates at the additional bases being brought on-line.

The joint letter from the Services requested a delay in the rollout until October. The let-

ter was later formally withdrawn by the services.

It is our speculation that while the letter may have been withdrawn, the underlying reasons for the letter haven't changed.

In their letter the services contended that DPS hasn't been fully tested and the development has failed to meet the required milestones.

They also cited a lack of 'hands on' training for the DPS system and for the business rules.

Lastly, the services voiced concerns that the new system might increase costs beyond a point which they can afford.

As of now, implementation of Phase II can't begin until July 1st at the earliest.

The systems development team at SDDC continues to work on and test the DPS program.

Even if DPS is fielded and working on July 1st there isn't

a requirement that PPSOs move shipments in DPS.

We speculate that as long as the Service Headquarters are still unsure of the DPS system and the items in their letter are left unaddressed they will not allow their PPSOs to use DPS.

SDDC's website is still reporting that they will make an announcement on the status of Families First on June 5th. As we learn more we will pass that information along to our agent family.

SDDC officially began its 'reengineering' in a memo during the summer of 1994. After millions of dollars spent by industry and SDDC in the development of the pilot programs and Families First we appear to be at least 6 months away from any significant volume moving in a new program.

Customer Satisfaction Survey Reports

We have been sending out our Customer Satisfaction Survey Reports and Claims Reports to agents for several months now.

These reports provide agents with information on how their scores and claims measure up against other agents.

Agents are given a letter grade based on our benchmarks and also ranked against other agents. This approach helps agents better understand how they stack up and will be a primary component of how we award shipments in Families First.

In addition to the monthly reports, we send out a report on every single survey that we receive - this allows agents to get the detail on an on-going basis.

If you have any questions about the surveys please contact Tim Helenthal at 800-323-9125, Ext. 2916.

Noteworthy Operations Reminders:

- ◆ There is a new and officially sanctioned High Value Inventory for government moves. This form is the one that must be used. The good news is it's the same one for all carriers. In order for it to be effective, the customer must be fully instructed to include all high value items on the form (over \$100.00 per pound and must be one of the accepted categories), and that a full unpack will be done at delivery to ensure all are delivered and in good condition.
- ◆ If you have a repair firm in your area that you like, please let us know. If you haven't already, please notify Pam Johnson, Claims Manager, at 800 325-6889. Using repair firms that provide quality repairs, good reports and "tell it like it is" is a major component of effectively handling the new FRV claims.
- ◆ Tell customers that it is best to LOCK UP any valuables or firearms not going on the shipment in the trunk of their car or somewhere that the movers have no access to. Train your crew to go over this first thing when they arrive at the home.
- ◆ Make sure your crews are friendly and professional - minor damage to items is often more readily overlooked or accepted by a customer if they liked the crew and knew they put forth a good effort. Also your customer satisfaction scores will show the difference.

Monthly Customer Satisfaction Survey Score Reports - Claims

In our last newsletter we highlighted the Customer Satisfaction portion of our monthly emails. This time we're going to highlight the Claims section of the report. The claims are based on one year (recent) and three year (long term) claims scores and measure agents against other agents.

The Claims scores, along with the Customer Satisfaction Survey Scores and the scores from our Move Management process, will be taken into account when determining shipment allocation in Families First.

Below, is an example of the actual Claims portion of the monthly email we send to all our agents, including haulers and destination agents.

CLAIMS GRADES

Three Year Averages	Origin Agent	Hauler	Destination Agent
\$ Liability per 100 lbs. Handled	.03		.72
System Avg. Liability per 100 lbs.	.27		.89
Number of Shipments	92		12
Claims Grade	A		B
	Excellent		Very Good

One Year Averages	Origin Agent	Hauler	Destination Agent
\$ Liability per 100 lbs. Handled	.04		.00
System Avg. Liability per 100 lbs.	.18		.62
Number of Shipments	37		4
Claims Grade	A		A
	Excellent		Excellent

Liability per 100 lbs. – is the amount of loss or damage attributable to your agency expressed as a dollar amount per 100 pounds shipped.

System Average \$ per 100 lbs. – is average amount of loss or damage attributable to all agents expressed as a dollar amount per 100 pounds shipped.

Number of Shipments – is the number of shipments handled by your agency in each role that have picked up in the last 3 years.

Claims Grade – is the grade assigned to your agency as a result of your performance in each of the roles.

One Year Averages – this is provided since it may indicate recent improvement or decline.

Analysis:

Origin Agent – A - this is an excellent rating. Thanks for providing superior service to our customers.

Hauler – No activity in claims reporting period for this agent type.

International News You Can Use

While you can still use non-heat treated and unstamped wood packing material and crates within the United States (including Alaska and Hawaii) they CANNOT be used anywhere else in the world. This is in accordance with ISPM 15-Non-Manufactured Wood Regulation. Major US box manufactures have complied with this for the last 2 ½ years and your boxes probably are in compliance. If not, please DO NOT use them on international moves. Call us at 800-323-1963 if you need more information.

Our agent in China has given us specific guidelines for getting shipments in and out of China during the Olympics. At the very least, please warn

your customers that there will definitely be delays.

Union strikes at major ports in France are causing lengthy delays in getting vessels docked and unloaded. We are making every effort to work closely with our agents to divert shipments to Bremen or Antwerp until the strikes are resolved.

Don't be surprised if you get an e-mail or call from us following-up on quotes we have given you. We are diligently trying to assess why quotes don't turn into bookings. Please take the time to follow-up with your customers and let us know the results when we ask.

You already know we handle civilian,

account and GSA shipments to and from anywhere in the world. Don't forget that we handle shipments to and from our closest neighbors too, i.e. Canada, Mexico, Hawaii and Alaska. We will navigate the issues of container shortages, port congestion, fuel surcharges and currency fluctuations. Our years of experience and the relationships we've developed position us well to handle all of these issues with ease. Contact us at 800-323-1963 or by e-mail at navloverseas@nationalvanlines.com for your next commercial quote to any origin and destination and you will experience the same professional service you know and trust.

SDDC Training Symposium Held in Orlando, FL

SDDC held its annual Training Symposium at the Rosen Shingle Creek in Orlando, FL April 28th-30th. Attending the conference for National were Eileen Sherman, Cheryl Garamoni, Patty Farmer and Tim Helenthal.

The symposium theme was "Moving the Warfighter to the Field via Strategic Partnerships." The two day event featured panel discussions of relevant topics by industry and government personnel, a motivational speaker and an Exhibit Hall.

As usual, National had a booth in the exhibit hall where we met & mingled with the attendees from the various transportation offices.

There were also educational breakout sessions available, including one on Personal Property. In this session Lt. Col. Carberry discussed the current timeline for rolling out the DPS component of Phase II of Families First. He says the DPS system will be ready to roll out this summer and they expect it to be fully functional at all bases by September 30th.



Eileen Sherman, Cheryl Garamoni & Patty Farmer staff the National booth at the Symposium.

SDDC hosted a tack-on session on May 1st to discuss DPS and the business rules it is built on. This session, attended by industry and government personnel, provided excellent conversation on some of the important topics that haven't been fully addressed in the business rules. For example, the way spread dates are used, and the ability of a TSP to get SIT au-

thorized when a customer isn't available to take delivery.

SDDC hasn't announced next year's location yet, but we recommend this symposium to all Personal Property Personnel as a good venue to meet with carriers and have interactive discussions on the important issues facing us.

Yes, we're reminding everyone again.

- ◆ Pre-move surveys - A good survey is key to a good move. Even though we've already been awarded the shipment, this is the time to 'sell' your agency to the customer and establish yourself to receive a good Customer Satisfaction Survey.
- ◆ Origin Papers - The inventory, weight tickets and 619s must be returned to the base within 7 days of the shipment pick up.
- ◆ Inventories - Put the MAKE, MODEL AND SERIAL number of ALL electronic items on the inventory. Now that we are in Full Replacement it is more important than ever for you to have the MAKE and MODEL number since that establishes the item that needs replacing in the event it can't be repaired.
- ◆ PREVENT those last minute problems by ensuring that your crews have the necessary tools and equipment to complete the job. Establish a system where the crew leader is responsible for checking the pack van. To guarantee that all of the necessary items are available to complete the job, use a checklist.



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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 Important Dates & Holidays

2008

June 5th - Due Date for Comments on Families First Business Rules to Federal Register Notice

July 1st - Anticipated roll out of Families First Phase II DPS

July 4th - Independence Day - Offices Closed



September 1st - Labor Day - Office Closed



October 4th - 7th - HHGFAA Annual Meeting & Tradeshow, Hilton Hawaiian Village, Honolulu, Hawaii.

National Forwarding Anniversaries

May

- 9th Claudia Evans, 3 years
- 12th Courtney Rose, 4 years
- 14th Matt Logan, 1 year

June

- 1st Eileen Sherman, 27 years
- 5th Pat Johnson, 30 years
- 5th Brad Hides, 1 year
- 12th Barb Johnson, 30 years
- 13th Natasha Yalovay, 7 years
- 15th Paul Kozlick, 30 years
- 17th Tom Kennedy, 5 years
- 22nd Angela Radovanovic, 3 years

July

- 2nd Akira Williams, 9 years
- 7th Tim Helenthal, 14 years
- 29th Valerie Mayr, 6 years



"The Constitution only gives people the right to pursue happiness. You have to catch it yourself."

- Benjamin Franklin