



NATIONAL FORWARDING COMPANY, INC.

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DATE: June 19, 2008

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

FROM: Michael Wilson, Manager, Billing Department

SUBJECT: **Pre-Approvals/ Plasma TVs/ Completion of DD619s**

Due to the increasing volume of PowerTrack shipments and the busy season that has come upon us, we'd like to take this opportunity to explain our policy on accessorials. We have found that the requirements for billing accessorials differ from base to base, so we have adopted a policy that will be acceptable for every base.

Pre-Approvals: Pre-approvals are now required for all accessorials, including (but not necessarily limited to) long carries, stair carries, elevators and shuttles. If possible, the pre-approval should be obtained once the premove survey is done, before the shipment moves. If you have the pre-approval form, please be sure to send it in with your papers. Please keep in mind, however, that a pre-approval form does not always mean that the service was provided. An increasing number of bases are also requiring that we provide proof that the service was completed; therefore, we are requiring that all accessorial services be noted on the DD619/DD619-1 that has been signed by the shipper. The services performed must also be initialed by the shipper next to the number of feet or number of stairs. We have run across situations where, although an item was authorized, it was not provided or the service provided differed from the one authorized (ie, shuttle hours). As a result, we will no longer be able to bill for accessorials that only appear on a pre-approval form. Also, if a driver is delivering to your area and your base requires the pre-approval forms, please be certain to inform the driver of this policy.

Plasma/LCD TV Shipping Boxes: While some agents are using a third party service, we are seeing a substantial increase in the amount of agent provided plasma and LCD TV boxes. Our Billing Department and the Transportation Offices have a difficult time differentiating between whether the service was provided by an agent or a third party. To alleviate this problem, our policy is that all agent-provided TV boxes be noted on the DD619/DD619-1 using item code 429A. If this notation does not appear, we will assume that the box was provided by a third party service and will require the third party invoice be sent to us before we can bill the charges.

Completion of DD619s: It will help us, especially at this time of year, to have the DD619s filled out completely with the number of boxes provided, the rate for each box and the applicable extension. Please be sure to complete all of the boxes.

We appreciate your cooperation in helping to make this summer as productive as possible. Please contact our Billing Department if you have any questions on any of the above items.