



# NATIONAL FORWARDING COMPANY, INC.

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DATE: March 16, 2009  
TO: Military Agents of National Van Lines, National Forwarding Co. and Affiliates  
FROM: Michael Wilson, Billing Manager  
SUBJECT: **Shuttles**

The General Services Administration (GSA) has recently begun charging back carriers for what they are deeming wrongly billed shuttles. GSA is supporting themselves through referencing D-10, Item 404 and using the logic from the personal property accessorial pamphlet, chapter 4, section 3: (see [www.sddc.army.mil/sddc/content/pub/10342/acp.pdf](http://www.sddc.army.mil/sddc/content/pub/10342/acp.pdf)). Contact us if you need a hard copy.

In accordance with the reference above, the shuttle labor is chargeable only during truck-to-truck transfer and driving to/from residence. GSA is stating that most, if not all of the shuttles that have been billed dating back to 2006 have not been supported with conclusive evidence stating that the loading of the shuttle truck has not been included in the billed labor hours.

In very few instances that have been encountered do we have a legitimate argument to contest GSA's claim. The chargeback has been subjected to half of the man-hours as they are considered part of the normal loading/unloading included in the line haul. However, GSA is paying an additional two hours labor for the driver and two hours vehicle which will in turn reduce the amount of the chargeback.

Accompanied with this memo is a form titled "SHUTTLE SERVICE RECORD." Please reproduce, utilize and submit this form when billing ALL future shuttle services. This form will assist in determining appropriate charges and must accompany standard billing documentation currently utilized.

The following guidelines apply:

## SHUTTLE VEHICLE

Charges are determined by multiplying the hourly charge by the number of hours required to drive the shuttle vehicle to the line haul vehicle, use of the vehicle, and the return of the auxiliary vehicle.

## SHUTTLE LABOR

Shuttle driver: The shuttle vehicle driver is due payment from the vehicle pickup location to residence. Note that payment is not made at shuttle site.

Shuttle at origin: Labor time attributable to shuttle service at origin is the total hours required to drive the auxiliary vehicle between the residence and the line haul vehicle, plus the time to unload the shipment from the shuttle vehicle into the line haul vehicle. Labor charges do not apply for the time spent loading the shuttle vehicle at residence.

Shuttle at destination: Labor time attributable to shuttle service at destination is the number of hours required to drive the auxiliary vehicle between the line haul vehicle and the residence, plus the hours required to unload the shipment from the line haul vehicle into the shuttle vehicle. Labor charges do not apply for the time spent unloading the shuttle vehicle into residence.

# SHUTTLE SERVICE RECORD

Customer: \_\_\_\_\_ Date: \_\_\_\_\_ GBL: \_\_\_\_\_

Driver Labor to pick up vehicle and drive to residence:

From: \_\_\_\_\_ to: \_\_\_\_\_ Total: \_\_\_\_\_

-Driver already gets paid for loading at residence.

Trip 1 - Labor: Leave residence, unload shuttle into road van, drive back to residence:

\_\_\_\_\_ Men from: \_\_\_\_\_ to: \_\_\_\_\_ Trip Total: \_\_\_\_\_

Trip 2 - Labor: Leave residence, unload shuttle into road van, drive back to residence:

\_\_\_\_\_ Men from: \_\_\_\_\_ to: \_\_\_\_\_ Trip Total: \_\_\_\_\_

Trip 3 - Labor: Leave residence, unload shuttle into road van, drive back to residence:

\_\_\_\_\_ Men from: \_\_\_\_\_ to: \_\_\_\_\_ Trip Total: \_\_\_\_\_

Trip 4 - Labor: Leave residence, unload shuttle into road van, drive back to residence:

\_\_\_\_\_ Men from: \_\_\_\_\_ to: \_\_\_\_\_ Trip Total: \_\_\_\_\_

Trip 5 - Labor: Leave residence, unload shuttle into road van, drive back to residence:

\_\_\_\_\_ Men from \_\_\_\_\_ to: \_\_\_\_\_ Trip Total: \_\_\_\_\_

Driver: Drive time to return shuttle vehicle.

From: \_\_\_\_\_ to: \_\_\_\_\_ Total: \_\_\_\_\_

Recap:

Driver Labor for Vehicle: \_\_\_\_\_ Hours @ \$ \_\_\_\_\_ \_\_\_\_\_

Labor for Shuttle: \_\_\_\_\_ Hours @ \$ \_\_\_\_\_ \_\_\_\_\_

Vehicle Hours: \_\_\_\_\_ Hours @ \$ \_\_\_\_\_ \_\_\_\_\_

Total Shuttle Cost: \_\_\_\_\_