



# Military Household Goods Agency Representation



National Van Lines, National Forwarding, it's Subsidiaries and/or Affiliates



National Forwarding is committed to the principle of service.

Whether it's providing relocation services to the DoD service members and civilians we move, the transportation offices we serve, or our family of agents.

When you work with National, you come to expect responsive service and knowledgeable personnel. Our

employees are trained to understand the unique facets of military relocation and are empowered to respond to each situation based on it's own unique characteristics.

This is why National is one of the largest providers of domestic military relocations with an agent family of more than 500 military approved agents.

We are proud to serve the families of our military personnel and we look forward to having you become part of our family too.



[WWW.NATIONALFORWARDING.COM](http://WWW.NATIONALFORWARDING.COM)





### **PROMPT PAYMENT**

National offers weekly payment to all of our agents regardless of their size. We bill the government based on delivery information which means our agents get paid quickly.



### **DEPENDABLE SERVICE**

Our goal is to eliminate wasting equipment and personnel on local pickups. In addition to National's fleet of professional drivers we maintain active hauling agreements with many quality DoD approved carriers. We work hard to cover shipments to avoid the reliance on agent pick and holds.

### **COMMUNICATION**

Shipment information is made available on-line and is updated via fax or email to keep you in the loop on any status changes. This includes an immediate notification of hauler assignment.

You can also count on us for on-going updates on military requirements which are also available for future reference in the agent section of our website at [www.nationalforwarding.com](http://www.nationalforwarding.com)





## **EXCELLENT PERSONNEL**

Our personnel deal only with military shipments so you can always talk with someone that can help you. Additionally, when you call us you'll get to talk with someone—we answer the phones, not a machine.



Our key staff members average 20 years of experience at National. This stability provides service, helpfulness and knowledge that is unmatched in the industry.

## **QUALITY INITIATIVES**

In addition to our industry leading TQAP Enhancement Program we have implemented several programs to provide our agents the necessary resources to provide the customer with the best move possible.

Our High Value Inventory & Security Seal Program protects our agents from exaggerated or false claims and our customers from pilferage. It is a win-win for everyone and it has resulted in no missing items from cartons when the High Value Program has been correctly used.



Our PREVENT program provides our agents additional training resources, procedures and tips for providing better service to our customers. In addition to the PREVENT manual, training is available on our website at [www.nationalforwarding.com](http://www.nationalforwarding.com).





## **ORIGIN AGENT REQUIREMENTS**

- Promptly register shipment offers
- Complete a pre-move survey and update our Operations Department with the results, including any unique needs of the customer.
- Abide by the rules and regulations contained in the Tender of Service and other military regulations. You can view or download the current regulations at: <http://www.transcom.mil/j5/pt/dtr.html>
- Provide the customer with our toll free number and the pre-move survey sign-off form faxed to you with our bill of lading at the time of shipment registration.
- Promptly supply us the origin papers, including original 619, GBL, pre-move survey, and weight tickets.



## **DESTINATION AGENT RESPONSIBILITIES**

- Provide delivery information as soon as possible. The sooner we get your information the sooner we can pay you. This includes, delivery date, SIT number and any reweigh information.
- Accurate and complete rider at time of delivery into SIT
- Prompt submission of the DD 1840 to us.
- Complete unpacking of high value inventory items at time of delivery.





## **INTERNATIONAL RELOCATIONS**

In addition to providing domestic service we offer full service international relocations to the military and to private transferees.

Our pricing structure allows us to utilize a best value service offering through our world-wide network of relocation professionals.

For more information or to quote your next international shipment, send an email to [info@worldrelocations.com](mailto:info@worldrelocations.com) or fax it to 708 450-1723.



## **C.O.D. SHIPMENTS**

We might also be able to handle your C.O.D. shipments on a case by case basis. For more information and pricing contact Eileen Sherman at 800 722-9144, Ext. 2962.

## **NATIONAL CLAIMS SERVICES**

Not only is this our in-house claims department, but their expertise allows them to settle claims for other DOD carriers too. They can provide settlements services on interstate, international, intrastate, NTS and DPM military shipments.

These expert military claims adjusters will save you money and time. For more information email [claims@nationalforwarding.com](mailto:claims@nationalforwarding.com)



**National Forwarding**  
**We Move the Military!**





# National Forwarding Co., Inc.

2800 Roosevelt Rd. • Broadview, IL 60155

## DIRECTORY

<b>Administration &amp; General Office:</b>  Local: 708-345-0550 WATS: 800-323-9125 Gen. Fax: 708-345-3245 Finance Fax: 708-345-9828 <b>Regist. Fax:</b> 800-645-2920	<b>Operations:</b> WATS: 800-722-9144 Fax: 708-345-0554  <b>Agency &amp; TQAP:</b> WATS: 800-323-9125 Fax: 708-345-9112	<b>Claims:</b> WATS: 800-325-6889 Fax: 708-345-5218  <b>International:</b> WATS: 800-323-1963 Fax: 708-450-1273
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<b>Administration:</b> 800-323-9125	<b>Patrick C. Johnson, President</b> <b>Linda Griffin, Administrative Services Manager</b>	<b>Direct Dial</b> 708-450-2985 708-450-2984	<b>E-Mail*</b> pat.johnson linda.griffin
<b>Agency Services:</b> 800-323-9125	<b>Tim Helenthal, Vice President, Agency Services</b> <b>Cheryl Garamoni, Manager, Agency Services</b> Cindy Iorfida, TQAP Analyst Vanessa Rolek, Administrative Assistant	708-450-2916 708-223-1928 708-450-2922 708-223-1923	tim.helenthal cheryl.garamoni cindy.iofida vanessa.rolek
<b>Operations:</b> 800-722-9144	<b>Eileen Sherman, Vice President, Operations</b> <b>Natasha Yalovay, Operations Manager</b> Cindy Kiehl, Dispatcher Megan Fitch, Dispatcher Rebecca Altenhoff, Dispatcher	708-450-2962 708-450-2961 708-450-2902 708-450-2924 708-223-1905	eileen.sherman natasha.yalovay cindy.kiehl megan.fitch rebecca.altenhoff
<b>Move Management:</b> 800-323-9125	<b>Courtney Rose, Manager, Move Management Svcs.</b> Bobbi Durrani, Move Manager	708-223-1922 708-223-1901	courtney.rose bobbi.durrani
<b>Billing:</b> 800-323-9125	<b>Arlene Kozlick, Billing Supervisor</b> Barbara Johnson, Internal Auditor Patty Farmer, Billing Technician Tracie Tagney, Billing Technician Valerie Ciborowski, Billing Technician Patty (Lynn) Schalk, Billing Technician	708-223-1971 708-223-1970 708-450-2981 708-450-2982 708-450-2980 708-223-1902	arlene.kozlick barb.johnson patty.farmer tracie.tagney valerie.ciborowski patty.schalk
<b>Finance:</b> 800-323-9125	<b>Paul Kozlick, Accounting Manager</b> Ashley Brown, Accountant	708-450-2986 708-450-2983	paul.kozlick ashley.brown
<b>Customer Service/Claims:</b> 800-325-6889	<b>Kevin Spealman, VP, Claims &amp; Customer Service</b> <b>Pam Johnson, Claims Manager</b> Vickie Carroll, Claims Adjuster Akira Williams, Claims Assistant	708-223-1935 708-223-1979 708-223-1933 708-223-1958	kevin.spealman pam.johnson vickie.carroll akira.williams
<b>M. I. S.:</b> 800-323-9125	<b>James Rostis, Director, M.I.S.</b>	708-450-2979	jim.rostis
<b>International:</b> 800-323-1963	<b>Susan Staszewski, Managing Director</b> <b>Julie Glista, Operations Manager</b> Kristin Louapre, Sr. International Coordinator Tiffany Giblin, International Coordinator	708-450-2940 708-450-2970 708-450-2947 708-223-1911	susan.staszewski julie.glista kristin.louapre tiffany.giblin

\* e-mail addresses contain extension @nationalvanlines.com



# NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD • BROADVIEW, ILLINOIS 60155

TELEPHONES: (708) 345-0550 1-800-323-9125 FAX (708) 345-3245

## AGENT QUESTIONNAIRE

The purpose of this application is to obtain information for our agent database so we can adequately assess your needs and capabilities. Please complete the form by filling in the information requested and/or checking any applicable boxes and return it to Agency Services. Please mail, e-mail or fax (**both sides**) to 708-345-9112. The email address is [agencyservices@nationalvanlines.com](mailto:agencyservices@nationalvanlines.com)

### Name & Physical Address

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Mailing Address *(If different than physical address)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Contact Information: \*please provide as much information as possible to ensure that our files are complete.

Main Phone: _____  Main Fax: _____  Company Email: _____  <b><u>Additional Addresses (if Applicable)</u></b>  Warehouse: _____ _____ _____  Remittance: _____ _____ _____  Corporate HQS: _____ _____ _____	Principal Contact: _____ Email: _____ Phone: _____ Fax: _____  Dispatch Contact: _____ Email: _____ Phone: _____ Fax: _____  Billing Contact: _____ Email: _____ Phone: _____ Fax: _____  Claims Contact: _____ Email: _____ Phone: _____ Fax: _____  <b><u>EMERGENCY CONTACT:</u></b> _____  Phone: _____
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### Warehouse Information:

How many square feet? \_\_\_\_\_  
  
 Containerized:   
  
 If checked, how high can you stack? \_\_\_\_\_

*Facility has:*  
 Dock:   
 Scale:   
 Fenced Yard:   
 Facilities for crating:

*Construction:*  
 Brick:   
 Cement Block:   
 All Metal:   
 Frame:

### Equipment:

*(Insert number on line)*  
 Fork Lift: \_\_\_\_\_  
 Pack Vans: \_\_\_\_\_  
 Straight Trucks: \_\_\_\_\_  
 Tractors: \_\_\_\_\_  
 Trailers: \_\_\_\_\_

Additional information on reverse side

**Type of Ownership:**

Sole Proprietor <input type="checkbox"/>	Partnership <input type="checkbox"/>	Corporation <input type="checkbox"/>	DUNS No.	What year did your company open?
Small business <input type="checkbox"/> <i>(revenue less than \$18.5 million per year)</i>	Small disadvantaged business <input type="checkbox"/> <i>(more than 50% ownership by African American, Hispanic or American Indian)</i>	Women-Owned Business <input type="checkbox"/>	Registered with Small Business Administration <input type="checkbox"/>	

**Employee Information:**

*Numer of Employees (Insert number on line):*  
 Packers: \_\_\_\_\_ Drivers: \_\_\_\_\_ Warehouse: \_\_\_\_\_ Office: \_\_\_\_\_

*Employee Requirements (Check all that apply):*  
 QC Program:  Training Program:  Uniform required:  Background Check:  Drug Test:

**Area(s) Served:**

*What Military bases do you now serve as an origin agent?*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Radius served from your whse? (For O/A, D/A service)

\_\_\_\_\_

**Current Representation:**

Who do you currently represent?

Prime for: \_\_\_\_\_

Military Domestic: (Please give carrier's name or SCAC) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many Military International carriers do you represent? (Approximate #)

\_\_\_\_\_

**Business Mix:**

Do you have an NTS contract? Yes  No

Do you have a pack and crate or local move contract? Yes  No

Of your **long distance** business, how much is devoted to *(just provide rough estimates totaling 100%)*:

Domestic/Military \_\_\_\_\_% COD \_\_\_\_\_%

National Acct. \_\_\_\_\_% Civ. Int'l \_\_\_\_\_%

Int'l/Mil.HHG \_\_\_\_\_% GSA \_\_\_\_\_%

Int'l/Mil.UB \_\_\_\_\_% Other \_\_\_\_\_%

**Hauling Support:**

I don't haul at all:

**If you do haul, do you provide:**

Short haul -

Long haul -

Number of drivers qualified for interstate service: \_\_\_\_\_

Hauling Authority used: My Own  Other Carrier's

If "other carrier", please give carrier's name: \_\_\_\_\_

\_\_\_\_\_

**Affiliated Companies:**

1.	5.
2.	6.
3.	7.
4.	8.

**Civic Awards, Certifications, Organizational Memberships:**

\_\_\_\_\_

**Brief Company History:**

\_\_\_\_\_

Please enter date: \_\_\_\_/\_\_\_\_/20\_\_\_\_ Completed by: \_\_\_\_\_

- New Account Setup
- Change Account Setup
- Terminate Existing Account

NFC Use Only
<b>Acct#</b>

### Electronic Funds Transfer Authorization

The payee referenced below hereby authorizes National Forwarding Co., Inc. (NFC) to make credit entries and, if necessary, adjustments for any credit entries made in error, to the account listed below. This authority will remain in effect until NFC receives written notification of termination from payee. Further, NFC may, in its sole and absolute discretion, cease Electronic Funds Transfers and revert back to the physical issuance of bank drafts.

#### National Forwarding Co., Inc. Contact Information:

National Forwarding Co., Inc.  
 2800 Roosevelt Road  
 Broadview, IL 60155  
 FEID No. 36-2805299

Accounting Contact: Paul Kozlick  
 Phone: 800-323-9125  
 Fax: 708-345-9828  
 Email: [paul.kozlick@nationalvanlines.com](mailto:paul.kozlick@nationalvanlines.com)

#### Payee Contact Information:

Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 FEID #: \_\_\_\_\_

#### Accounting Contact:

Name: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_

#### Required Financial Institution Information:

Name of Bank \_\_\_\_\_  
 Branch (if applicable) \_\_\_\_\_  
 Account Type:     Checking\*     Savings  
 Account Number: \_\_\_\_\_  
 Transit Routing #: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_

**\*NOTE: ATTACH COPY OF VOIDED CHECK.**

#### Authorization of Payee Given By:

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Signature : \_\_\_\_\_

This authorization may be returned via regular mail, fax or email. The fax number referenced above is a secure fax line established for receipt of confidential information.

**NATIONAL VAN LINES, INC.**  
**NATIONAL FORWARDING COMPANY, INC.**  
 Subsidiaries & Affiliates

**Domestic Military**  
**Agent Compensation Schedule**

For the furnishing of services, as stated, in the handling of household goods, rates shown are based on net weight. All services are performed in accordance with the requirements set forth in the Military Tender of Service (TOS) and include, among other things, performance of the premove survey, preliminary packing, servicing appliances, preparation and packing of containers, local pickup out of residence on the requested pickup date if needed, storage and delivery out and completion and distribution of all required shipping/billing documents in accordance with the Document Distribution Requirements contained in Appendix 1.

**I. LOOSE HOUSEHOLD GOODS**

**A. BOOKING COMMISSION - Based upon current SDDC Rate Solicitation**

<u>Over 500 Miles:</u>		<u>500 Miles or Less:</u>	
<u>% Reduction</u>	<u>Booking Commission</u>	<u>% Reduction</u>	<u>Booking Commission</u>
0 - 5	15%	0 - 6	10%
6	14%	7 - 10	9%
7 - 10	13%	11 - 14	8%
11	9%	15 - 18	7%
12	8%	19 - 22	6%
13	7%	23 & Over	5%
14 - 19	6%		
20 & Over	5%		

Note 1: *Linehaul is reduced by 4% before applying the booking commission. The origin agent's liability is limited to 60 cents per lb. per article with the exception of missing items, gross negligence and damage/loss caused by catastrophic incidents such as fire, flood, theft, accident, etc., for which liability is limited to the released valuation of the shipment.*

Note 2: *The origin agent must supply required billing documentation (original GBL, original DD Form 619, and weight tickets) to the carrier within 30 days of shipment pickup or the booking commission is reduced by 2 percentage points. Failure to receive weight tickets or inventories from the driver does not waive the requirement to supply the original GBL and original DD Form 619 to the carrier within 30 days. See Appendix 1, Distribution of Documents. **Note: If a Letter of Warning or suspension is imposed because of the agent's failure to submit origin documents to the origin Transportation Office, the agent will forfeit the booking commission pertaining to the shipment in question.***

Note 3: *The premove survey is a basic origin service requirement which is mandated by the Tender of Service. If the agent fails to comply with the premove survey requirements of the Tender of Service, the booking commission will be reduced by 5 percentage points.*

Note 4: *If the origin agent does not comply with the carrier's firearms handling procedure, the booking commission for the underlying shipment will be forfeited. If a Carrier Review Board is held because of the agent's failure to comply, the agent will be held responsible for all carrier costs associated with attending and defending the Carrier Review Board.*

**B. PACKING AND UNPACKING**

Packer and unpacker share in packing revenue contained in current SDDC Rate Solicitation as follows:

<u>% Reduction</u>	<u>Packing</u>	<u>Unpacking</u>
0 - 25	80%	15%
26 - 40	90%	10%
41 or More	95%	5%

*Note 1: Packing is reduced by 3% before applying the packing percent. The origin agent's liability is limited to 60 cents per lb. per article with the exception of missing items, gross negligence and damage/loss caused by catastrophic incidents such as fire, flood, theft, accident, etc., for which liability is limited to the released valuation of the shipment.*

**C. APPLIANCE SERVICE**

Service at Origin	75%
De-service at Destination	25%

**D. LOCAL PICKUP FOR CARRIER CONVENIENCE**

For picking up, weighing and inventorying a shipment as the company directs, agent is paid \$3.50 CWT

**E. CRATING SERVICES**

A loose household goods shipment may become frustrated at origin, requiring that it be containerized for transportation via common carrier. Compensation in the amount of \$5.00 per CWT is paid in addition to compensation paid for booking, packing, pickup allowance, etc. SDDC approved liftvans will be utilized and either supplied by the carrier or purchased from the origin agent.

**F. STORAGE-IN-TRANSIT**

For such services agent will receive 100% of the charges for warehouse handling, storage-in-transit, and pickup/redelivery in accordance with current SDDC Rate Solicitation or commercial tariff.

*Note 1: On SIT at origin, carrier will retain SIT valuation charge revenue and limit agent liability to 60 cents per pound per article with the exception of missing items, gross negligence and damage/loss caused by catastrophic incidents such as fire, flood, theft, accident, etc., for which liability is limited to the released valuation of the shipment.*

*Note 2: On SIT at destination, the agent will retain the SIT valuation revenue and liability is limited to the released valuation of the shipment. Revenue distribution is contingent upon carrier receipt of original delivery documents (bill of lading, original delivery inventory, DD619-1, DD1840, rider, if any).*

**G. BULKY ARTICLE AND PIANO HANDLING CHARGES**

The origin agent will receive 50% of these charges if they make a local pickup for carrier convenience and the portion of the shipment that they pickup includes these items.

## H. OTHER ACCESSORIAL CHARGES

Other accessorial charges are paid in full to the agent providing the service when properly supported by appropriate documentation.

## II. CONTAINERIZED HOUSEHOLD GOODS, INCLUDING ALASKA SHIPMENTS

### A. ORIGIN SERVICES

Origin services are performed in accordance with the requirements of the Military Tender of Service within a 50 mile radius of the agent's warehouse. Origin services include the following: booking commission; preliminary packing at residence including providing all necessary material; appliance service; performance of premove survey; container assembly; transportation of containers to residence; loading into containers and return to agent's warehouse; weighing, marking, banding, caulking and sealing containers; completion of all required documentation; forklift services and loading of shipment onto linehaul carrier equipment.

### B. ORIGIN SERVICES - BASELINE COMPENSATION: \$18.00 CWT Flat Rate

The baseline compensation schedule is predicated upon 100% of the rates published in the SDDC Rate Solicitation. It is increased by the same percentage that the rate filed is greater than 100%. For example, on a shipment moving at 190%, the origin compensation flat rate is increased by 90% to \$34.20 CWT ( $\$18.00 \times 190\% = \$34.20$ ).

1. Out of non-temp storage - deduct \$6.00 CWT
2. Overflow container - \$1.00 per cubic foot
3. Pickup beyond 50 mile radius - \$0.05 per CWT per mile

Note 1: *Revenue payable to the origin agent is reduced by 4% in return for limiting the origin agent's liability to 60 cents per lb., per article with the exception of missing items, gross negligence and loss/damage caused by catastrophic incidents such as fire, flood, theft and accident, etc., for which liability is limited to the released valuation of the shipment.*

Note 2: *On shipments originating out of non-temp storage, the base rate deduction of \$6.00 per CWT will also be increased by the same percentage that the underlying rate filed is greater than 100%. For example, if the shipment is moving at 190%, the deduction taken if the shipment originates out of non-temp storage is \$11.40 per CWT ( $\$6.00 \times 190\%$ ).*

Note 3: *The premove survey is a basic origin service requirement which is mandated by the Tender of Service. If the agent fails to comply with the premove survey requirements of the Tender of Service, the booking commission will be reduced by \$5.00 per CWT.*

Note 4: *The origin agent must supply required billing documentation (original GBL, original DD Form 619, and weight tickets) to the carrier within 30 days of shipment pickup or the booking commission is reduced by 2 percentage points. Failure to receive weight tickets or inventories from the driver does not waive the requirement to supply the original GBL and original DD Form 619 to the carrier within 30 days. See Appendix 1, Distribution of Documents. **Note: If a Letter of Warning or suspension is imposed because of the agent's failure to submit origin documents to the origin Transportation Office, the agent will forfeit the booking commission pertaining to the shipment in question.***

Note 5: *If the origin agent does not comply with the carrier's firearms handling procedure, the booking commission for the underlying shipment will be forfeited. If a Carrier Review Board is held because of the agent's failure to comply, the agent will be held responsible for all carrier costs associated with attending and defending the Carrier Review Board.*

### C. DESTINATION SERVICES

1. SIT, warehouse handling, delivery out: Current SDDC Rate Solicitation
2. Direct delivery charges per rates published in the SDDC Rate Solicitation for delivery out of SIT.
3. Direct residence delivery beyond 50 mile radius: \$0.05 NCWT per mile
4. Unpacking, per paragraph I-B, page 2

### D. ACCESSORIAL SERVICES

Accessorial services contained in the current SDDC Rate Solicitation are paid in full to the agent providing the accessorial service when properly supported by appropriate documentation and billable to the government.

## III. ALASKA - LOOSE HOUSEHOLD GOODS

### A. BOOKING COMMISSION

<u>Rate Filed</u>	<u>Commission</u>
120% or Higher	15%
110% - 119%	10%
100% - 109%	5%
Less than 100%	3%

Note 1: *The origin agent's liability is limited to 60 cents per lb. per article with the exception of missing items, gross negligence and damage/loss caused by catastrophic incidents such as fire, flood, theft, accident, etc., for which liability is limited to the released valuation of the shipment.*

Note 2: *The revenue distribution base is 100% of the SDDC Rate Solicitation regardless of the rate filed up to a rate of 140%. Mileage is based upon a movement to Seattle, WA. For example, if a shipment is moving at 140%, revenue is distributed based upon 100% of the SDDC rate Solicitation. However, for each percent over 140%, the revenue distribution base is increased by 1%. For example, a shipment moving at 190% will result in revenue distribution based upon 150% of the SDDC R/S (190% - 140% = 50% + 100% = 150%).*

Note 3: *The premove survey is a basic origin service requirement which is mandated by the Tender of Service. If the agent fails to comply with the premove survey requirements of the Tender of Service, the booking commission will be reduced by 5 percentage points.*

Note 4: *The origin agent must supply required billing documentation (original GBL, original DD Form 619, and weight tickets) to the carrier within 30 days of shipment pickup or the booking commission is reduced by 2 percentage points. Failure to receive weight tickets or inventories from the driver does not waive the requirement to supply the original GBL and original DD Form 619 to the carrier within 30 days. See Appendix 1, Distribution of Documents. **Note: If a Letter of Warning or suspension is imposed because of the agent's failure to submit origin documents to the origin Transportation Office, the agent will forfeit the booking commission pertaining to the shipment in question.***

Note 5: *If the origin agent does not comply with the carrier's firearms handling procedure, the booking commission for the underlying shipment will be forfeited. If a Carrier Review Board is held because of the agent's failure to comply, the agent will be held responsible for all carrier costs associated with attending and defending the Carrier Review Board.*

**B. PACKING AND UNPACKING**

Packing: 80% of full packing rates contained in the current SDDC Rate Solicitation is paid to the agent regardless of percent filed up to a filed rate of 140%.

Unpacking: \$1.25 CWT

Note 1: *The origin agent's liability is limited to 60 cents per lb. per article with the exception of missing items, gross negligence and damage/loss caused by catastrophic incidents such as fire, flood, theft, accident, etc., for which liability is limited to the released valuation of the shipment.*

Note 2: *The revenue distribution base is 100% of the SDDC Rate Solicitation regardless of the rate filed up to a rate of 140%. For example, if a shipment is moving at 140%, revenue is distributed based upon 100% of the SDDC R/S. However, for each percent over 140%, the revenue distribution base is increased by 1%. For example, a shipment moving at 190% will result in revenue distribution based upon 150% of the SDDC R/S (190% - 140% = 50% + 100% = 150%).*

**C. LOCAL PICKUP FOR CARRIER CONVENIENCE**

For picking up, weighing and inventorying a shipment as the company directs, agent is paid \$3.50 CWT.

**D. STORAGE-IN-TRANSIT**

For such services agent will receive 100% of the charges for warehouse handling, storage-in-transit, and pickup/re-delivery as provided for in the current SDDC Rate Solicitation.

Note 1: *On SIT at origin, carrier will retain SIT valuation charge revenue and limit agent liability to 60 cents per pound per article with the exception of missing items, gross negligence and loss/damage caused by catastrophic incidents such as fire, flood, theft, accident, etc., for which liability is limited to the released valuation of the shipment.*

Note 2: *On SIT at destination, the agent will retain the SIT valuation revenue and liability will not be limited to 60 cents per pound per article but is subject to the released valuation of the shipment.*

**E. OTHER ACCESSORIAL SERVICES**

Accessorial services contained in the current SDDC Rate Solicitation are paid in full to the agent providing the accessorial service when properly supported by appropriate documentation and billable to the government.

**IV. THRU-VAN SERVICE**

- 1. Thru-van trailer loading ..... \$6.50 CWT
- 2. Paper pads (if applicable) ..... \$1.00 CWT
- 3. Bulkhead construction (if applicable) ..... Cost of materials
- 4. Unload to SIT ..... \$1.00 CWT
- 5. Unload to residence ..... \$5.00 CWT
- 6. Unpacking ..... \$1.50 CWT

**NATIONAL VAN LINES, INC.  
NATIONAL FORWARDING COMPANY, INC.  
Subsidiaries & Affiliates**

**Appendix 1**

**DISTRIBUTION OF DOCUMENTS - MILITARY CODES 1 and 2**

The following is a list of the paperwork to be distributed to the booking carrier, military installation, origin agent and driver for military Code 1 and 2 shipments.

<p><b><u>Origin Papers:</u></b> (See Note 1)  <i>*Original premove survey - Fax a copy upon completion of survey</i>  <i>*Original GBL - Do not fill in rates and charges</i>  <i>*Original weight tickets</i>  <i>*Original DD619</i>            1 Copy of inventory, including High Risk/ High Value inventory, if applicable            1 Copy of rider, if applicable            Copy of booking carrier's B/L            Your invoice for services rendered  <i>*On shipments billable to the Navy &amp; Marine Corps, Government Form 1299 and orders</i>  <b>*Mandatory Billing Documents</b></p>		
<p><b><u>Base Papers:</u></b> (See Note 2)            2 copies of GBL, rates &amp; charges filled in            1 copy of weight tickets            1 copy of DD619            1 copy of inventory</p>	<p><b><u>Agent Papers:</u></b> (See Note 3)            1 copy of premove survey            1 copy of bill of lading            1 copy of GBL            1 copy of weight tickets            1 copy of DD619            1 copy of inventory</p>	<p><b><u>Hauling Papers:</u></b> (See Note 4)            1 copy of GBL            2 copies of weight tickets            2 copies of DD619            Original &amp; all remaining inventory copies            Original &amp; 2 copies of B/L            All copies of DD Form 1840  <b>Note - DD Form 1840 is mandatory</b></p>
<p><b><u>Delivery Papers:</u></b> (See Note 5)            Original carrier bill of lading            Original delivery inventory            Original DD619-1, if applicable            Original reweigh weight tickets if applicable</p>		
<p style="text-align: right;">Original rider against driver if applicable            Original DD Form 1840 and all copies            Any other documents regarding accessorial services to be billed</p>		

**Note 1:** **Origin papers** are sent by the origin agent to the booking carrier's office immediately after the shipment is picked up. If the hauler does not return the weight tickets and inventories to you, send the origin papers you do have to us along with a note advising us that the driver did not return documents. We will then follow-up with the hauler and send the necessary papers to you upon receipt. **Do not hold the origin papers waiting for weights and inventories from the driver.**

**Note 2:** **Base papers** are retained by the origin agent and sent to the origin military installation within five working days of pickup.

**Note 3:** **Agent papers** are retained by agent.

**Note 4:** **Hauling papers** are given to the linehaul driver. If a Code 2 shipment, the origin agent should mail this paperwork to the destination agent and affix copies to the inside of the door of the #1 container.

**Note 5:** Original **Delivery papers** must be sent to the booking carrier's home office as proof of final delivery to property owner. DD Form 1840 is required for payment.

# National Forwarding Company

## THIS IS A SAMPLE OF THE ACTUAL AGENT AGREEMENT

This agreement made and entered into Friday, July 22, 2005 between **National Forwarding Company** (hereinafter referred to as Carrier), a corporation with principal place of business in Broadview, state of Illinois, and **MOVING COMPANY** (hereinafter referred to as Representative or Agent), located at [[Street]], [[City (2)]] [[St. (2)]] [[Zip (2)]], contains the terms of service and rate schedule mutually understood by the parties hereto.

### Rules of Service

1. National Forwarding Company appoints **MOVING COMPANY** as its representative in the **MILITARY BASE** area for the sole purpose of soliciting and servicing shipments of household goods and personal effects.
2. **MOVING COMPANY** accepts such appointment to act as Representative.
3. The duties of the Representative are as follows:
  - A. Promptly register all orders obtained utilizing and completing all required forms. All shipping documents and any monies collected will be turned over as instructed.
  - B. Perform preliminary packing, loading and other services required on outbound shipments; and unloading, storage, delivery and unpacking services on inbound shipments. All services are to be performed in accordance with Carrier's published procedures and the DoD's Defense Transportation Regulation, including any reissues thereof, or any other service requirements issued by the DoD or any of its component. These service requirements are incorporated by reference into this agreement.
  - C. Agent will screen all employees to ensure that only honest and trustworthy individuals will have access to our customers' homes and their possessions. This will include, among other things, completion of an employment application, reference checking, a criminal background check, and an ongoing random drug testing program. Agent will also assist drivers in locating labor to load and unload to ensure that only qualified helpers are used.
4. Liability of Representative
  - A. It is agreed that inventories and/or riders will be used as the basis for establishing the Representative's liability for damage/loss which shall be limited to the released valuation of the shipment. Further, the Schedule of Rates which is attached hereto and incorporated by reference herein may supercede this liability provision. New Schedules of Compensation and other service requirements and operating procedures will be issued from time to time as the company deems appropriate and will be considered accepted by the Representative if shipments are accepted and/or services performed after the effective date.
  - B. The Representative shall be limited to only those powers specified herein and will not have the power to bind the Carrier in any manner to incur liabilities or indebtedness of any nature.
  - C. Representative agrees to hold Carrier harmless against all claims, demands and liabilities of any act or omission of Representative or its employees by reason of the relationship of the parties to this agreement.
5. This contract is not assignable without written consent of Carrier. Carrier may offset amounts due it or one of its affiliates by Agent from revenues due Agent from Carrier or one of its affiliates. Affiliates are companies under common ownership or with which Carrier has a Transportation Service Agreement.
6. This agreement will become effective upon execution and shall remain in effect for an indefinite period subject to termination by either party with notice of cancellation being sent via certified mail, overnight delivery, fax or email. Services commenced prior to termination will be completed in accordance with the terms of the agreement. Upon termination, carrier may establish a prudent reserve out of which to satisfy identifiable claims against Representative.

Compensation Schedule (Per attached schedule)

**National Forwarding Company**

**[[Company:25]]**

By \_\_\_\_\_  
(Patrick Johnson)  
President

By \_\_\_\_\_  
(Print & Sign)  
Title \_\_\_\_\_