



Proudly Serving Military Families

---

TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates

FROM: Angela Beusse, Director, Agent & Business Services

SUBJECT: 15 May 2021 Changes: New Agent & Hauler Responsibilities  
Memo 2 of 4

This memo, New Agent & Hauler Responsibilities is the second in a four-part series of memos NFC will be releasing regarding changes effective 15 May 2021 in the:

- [Tender of Service](#)
- [400NG](#)
- [Claims Liability Business Rules](#)
- [IT-21](#)

Many changes in these documents require new responsibilities from our agents and haulers in order to ensure effective shipment management. We have identified the most important changes regarding new responsibilities in this memo.

### **Tender of Service**

#### **Page 12, Section B.11.e: Real Property Damage and Protective Coverings**

USTC has instituted a major change regarding Real Property Damage, which will be discussed more in-depth in our third memo. One of the measures for preventing Real Property Damage is installing protective coverings for the floor in high traffic areas and finished living spaces, along with protection for doorways in high traffic areas.

Taken directly from the TOS, the section reads, “Prior to a pack-out/delivery, I will install floor coverings in high traffic areas of interior areas (finished) living spaces (e.g. floor coverings for entry and interior hallways). In addition, I will protect doorways in high traffic areas (e.g. entry doorways, etc.) prior to a pack-out/delivery.”

With these changes, the new packout/loading/delivery processes should follow these steps:

- Arrive at residence
- Perform walk-through with shipper/releasing agent to note any property damage that's present prior to services.
- Install protective coverings in high-traffic areas and finished living spaces. Install protective coverings for doorjams in high-traffic doorways.
- Proceed with packing/loading/delivery services
- Perform a second walk through and note any property damage on [DP3 Real Property Damage Form](#).
- If there is property damage, advise the customer that they have 7 calendar days to file a claim for the damage.
  - The customer should be directed to NCS to file this claim, whose contact info will be pre-populated on the DP3 Real Property Damage Form.

NFC will email pre-populated copies of the DP3 Real Property Damage Form to agents

and haulers prior to servicing the shipment.

### **Page 14, Section B.12.e.2: SIT Inconvenience Claims**

Previously, shippers were entitled to inconvenience claims when agents could not deliver out of SIT within 5 days of the requested date in non-peak, or 10 days in peak. USTC has changed the acceptable windows for delivery to be the same for peak and non-peak. This memo will break down the acceptable windows, and a following memo will discuss our claims process for this new policy.

The new section in the TOS says: "I am responsible for an inconvenience claim payment when a shipment is placed into SIT when I am unable to deliver the shipment out of SIT within the following dates whichever is later:

- Within seven (7) GBDs of the date the customer makes first contact requesting delivery [window A] or
- Within two (2) GBDs of the requested delivery date when the requested date exceeds seven (7) GBDs from when the customer makes first contact requesting delivery [window B]."

[Here](#) is a document that has applied examples of these rules.

### **Page 26, Section C.7.h: Tamper-evident seals for Code 2 Containers**

For containerized Code 2 shipments, agents must apply tamper-evident seals to each container in the shipment. A minimum of four seals should be used on each container for HHG shipments. They should "secure the access overlap door and side panels." These seals must be placed on the containers at residence, and the seal numbers should be noted on the inventory.

If, for any reason, seals need to be broken prior to delivery, please notify NFC ASAP. The shipper and responsible PPSO must be given an opportunity to be present for when the seals are broken, and the containers must be resealed with notes in DPS noting the new seal numbers.

### **400NG**

### **Page 25, Item 4, Note 3: PPSO requested reweighs**

When PPSO requests a reweigh, the reweigh must be completed at destination (prior to storage or delivery) with sufficient time to allow the government or the customer an opportunity to witness the reweigh. Our office will advise as soon as possible when the PPSO or customer requests a witnessed reweigh, however, our policy is that the hauler/SIT agent work directly with the customer to schedule time and place of reweigh.

Further, NFC's policy is to support ALL reweighing of shipments at destination, not just PPSO requests. If this cannot be accomplished, contact our Operations team to advise.

Please note that this is not an all-inclusive list of the changes effective 15 May 2021, and we encourage our agents and haulers to review the documents referenced. Our future memos include the following topics:

- Memo 3: Claims Updates
- Memo 4: International Shipment Updates

If you have any questions, please feel free to reach out to Agency Services at [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).

