



"Proudly Serving Military Families"

# **NATIONAL FORWARDING CO., INC.**

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: February 24, 2017

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

FROM: Michael Wilson, Director DoD Programs

SUBJECT: Shuttle Billing Policy

General Services Administration (GSA) has long taken aim on the shuttle service accessorial when it comes to issuing Notice of Overcharge (NOC). In the TOPS Program, NOCs were issued if the number of labor hours or vehicle hours exceeded what GSA deemed was appropriate, although no specific guideline was clearly defined. In the Dp3 Program, GSA has now placed the burden of proof on the TSP to provide confirmation of a truck to truck transfer to validate shuttle payment.

Previously, our Billing Department has been flexible in our requirements to bill a shuttle. This has resulted in many NOCs that we have fought aggressively on your behalf. The outcome has been offsets from the US Treasury including penalties amounting to thousands of dollars. While we will continue to engage GSA and SDDC to bring to light the challenges that shuttles present, a formal change in NFC's shuttle billing policy must be made to protect from future chargebacks.

The Regulation requires the following for a billable shuttle:

- PPSO preapproval
- A signed DD619/DD619-1 with shuttle written in and initialed by the customer
- A truck to truck transfer of the household goods

## **Tractor/Trailer Weight Ticket Requirement**

GSA will issue a NOC for a shuttle if confirmation of a truck to truck transfer cannot easily be made through analysis of the billing documentation. Supporting documentation of a truck to truck transfer are weight tickets showing a tractor/trailer weight. Therefore, moving forward National Forwarding will require tractor/trailer weights on all shuttle billings. The tractor/trailer weights should be obtained from the date of loading and within proximity to the origin residence. Despite PPSO approval and a signed DD619/DD619-1, NFC will not perform a shuttle billing or compensate an agent/hauler for a shuttle without confirming documentation that a truck to truck transfer occurred.

### **Shuttles out of SIT**

A shuttle will generally not apply on a shipment delivering from SIT. If a shuttle is required for a delivery out of SIT, NFC will require the following items to bill, without exception:

- PPSO preapproval
- A signed DD619-1 with shuttle written in and initialed by the customer
- Reweigh weight tickets from a tractor/trailer

*\*\*\*Please note, running multiple trips to deliver a shipment out of SIT does not constitute a shuttle. A shuttle requires a truck to truck transfer which would not be required in the scenario of multiple trips/runs to perform a delivery out of SIT.*

MDW/ab