



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

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

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“Proudly Serving Military Families”

DATE: January 26, 2017

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

FROM: Cheryl Garamoni, Vice President, Agency Services

SUBJECT: 2017 Peak Season Tender of Service Enforcement Action

Attached you will find a letter from the Air Force Personal Property Activity Headquarters identifying six [Tender of Service](#) violations which they view as Special Interest Items (SIIs) and which will be monitored closely in Peak Season 2017. We can expect Letters of Warning and Letters of Suspension for these violations:

<b>Special Interest Item</b>	<b>Responsibility</b>
1. Subpar inventories	O/A, Hauler
2. Failure to deliver shipment on or before the RDD	*Hauler (D/A on International)
3. Failure to update DPS with Reweigh information	*Hauler or D/A, International
4. Failure to update DPS with Defense Transportation System delivery and receipt information	International
5. Failure to prevent loss/damage	O/A, Hauler, D/A
6. Failure to provide tracer report to PPSO	TSP

*\*As the TSP, we will update DPS, but the hauler or agent must provide the information to us in a timely manner for us to do so.*

We need the assistance of our agents and haulers in order to prevent these Tender of Service violations and resultant warnings and suspensions. Carefully review the letter from the Air Force PPA HQ and ensure that you comply and provide us with information which allows us to keep DPS updated as required. Compliance should begin immediately. **This applies to all shipments regardless of the market or military service.** We are already receiving Letters of Warnings and Suspensions for these Tender of Service Violations.

Thank you very much for your cooperation and assistance.

CJG/ab



**DEPARTMENT OF THE AIR FORCE  
PERSONAL PROPERTY ACTIVITY HEADQUARTERS  
555 E STREET EAST, SUITE 4  
JBSA RANDOLPH TX 78150-4439**

20 January 2017

Mr. Kevin T. Kennedy  
555 E Street, Suite 4  
JBSA Randolph TX 781 50-4439

Mr. Charles White  
International Association of Movers  
5904 Richmond Highway  
Suite 404  
Alexandria, Virginia 22303-1864

Mr. John Becker  
American Moving & Storage Association  
1611 Duke Street  
Alexandria, VA 22314

Mr. White/Mr. Becker,

The Air Force Personal Property Activity, Headquarters has identified six special interest for the 2017 Peak Season. Below is a list of violations and corresponding reasons as to why these performance areas were chosen as Special Interest Items (SIIs). We hope your associations will partner with us to mitigate customer service failures that have a negative impact on our customers. Transparency and open communication between the DoD and our Industry partners is vital if we are to ensure world-class moving experiences for our service members and their families. Our Enterprise-wide SIIs are as follows:

**1. Violation:**

Subpar inventories- Ref: DTR 4500.9-R Part IV, Appendix B., Para C.5

- a. Not legible
- b. Pro-gear not correctly identified and annotated
- c. Using miscellaneous
- d. Not specifying color and description of upholstered furniture and rugs
- e. Using general descriptions
- f. Using quote marks
- g. Not identifying dresser contents
- h. Not filling out header and footers on inventories

**Reason for Focus:**

Poor inventories severely impact customers when they experience damage or weight issues. Making sure all inventories are accurate and complete is the best way to ensure appropriate accountability for each customer. Poor pro-gear documentation has been a major issue for our customers, especially for those closest to maxing out their shipment weight entitlements.

**2. Violation:**

Failure to deliver shipment on or before the RDD--Ref: DTR 4500.9-R Part IV, Appendix B., Para C.1.a. "When a shipment is accepted at origin, I agree to meet the specified pickup date and will deliver the shipment on or before the RDD as stated on the BL."

**Reason for Focus:**

Poor direct delivery performance as detailed within SDDC's Peak Season metrics. Lack of notes in DPS to indicate communication with member and substantiate reason for missed RDD.

**3. Violation:**

Failure to update DPS with Reweigh information-Ref: DTR 4500.9-R, Part IV, Chapter 402, Para D.7. (b). "The TSP must enter the reweigh information (e.g. gross: tare; net weights; ticket number (if applicable); and reweigh date) into DPS and submit weight tickets to the ordering PPSO within seven working days."

**Reason for Focus:**

Accuracy of weight is a DoD IG Special Interest Item. While improvement in this area has been made, shipments still do not get reweighed when requested.

**4. Violation:**

Failure to update DPS with DTS delivery and receipt information- Ref: DTR 4500.9-R, Part IV, Chapter 402, Para F.8.c.1.e "For shipments that enter the DTS, the TSP must provide the date the shipment entered into the DTS and the date the shipment was received from the DTS."

**Reason for Focus:**

International unaccompanied baggage continue to miss RDDs at a high rate; some of the issues are due to delays in over-ocean transport via AMC. Populating DTS information in DPS provides in-transit visibility, limits unnecessary LOWs, and enables DoD Transporters to directly engage AMC to resolve movement delays and address customer concerns.

**5. Violation:**

Failure to prevent loss/damage- Ref: DTR 4500.9-R Part IV, Appendix B., Para B.12.

**Reason for Focus:**

Loss and damage prevention are the primary concern for all DoD customers.

**6. Violation:**

Failure to provide tracer report to PPSO- Ref: DTR 4500.9-R Part IV, Appendix B., Para B.8

**Reason for Focus:**

Timely accurate information is needed to provide the best possible customer service no matter if the member obtains it from DPS, TSP or the government service representative.

The Air Force Enterprise remains steadfast in its commitment to improve customer service. We sincerely hope you will join us in emphasizing and communicating these SIIs to your Industry partners; doing so will go a long way in forging a shared vision of improving the move for all our DoD families.

Sincerely,

KEVIN T. KENNEDY, GS-14, DAFC  
Deputy Director, Personal Property Activity, Headquarters