



*"Proudly Serving Military Families"*

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

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TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates  
FROM: Steve Caruso, Agency Services Representative  
SUBJECT: 2019 Peak Season Reference Guide  
DATE: 28 March 2019

With peak season on the horizon, we felt that a quick reference guide would be helpful to navigate some of the most important rules and changes for 2019. This has been sent out in years past, but this time around, more detail has been added to better assist with some of the common questions and problems agents experience. This is by no means a list of all government rules/regulations, but it touches on many of the topics that affect the local agents, drivers, and crews. Click the link below for the guide.

### **[2019 Peak Season Reference Guide](#)**

If there are ever any questions, feel free to reach out to our NFC team. We're all here to support your efforts in making this a great season.

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## National Forwarding - 2019 Peak Season Reference Guide

As we look forward to another successful season, we have put together a quick reference list of important topics to keep in mind. Also, check out [www.nationalforwarding.com](http://www.nationalforwarding.com) for agent memos and past newsletters. They contain additional important information which can be used for training your crews and drivers.

- Advise blackout dates for servicing offers and accepting SIT: [blackouts@nationalforwarding.com](mailto:blackouts@nationalforwarding.com)
- Make sure your crew, driver, and day labor have the **proper ID**, as well as the ability to gain entry to military installations.  
*\*\*\*Keep NFC posted of your local base entry regulations\*\*\**
- Use the NFC REMOVE SURVEY FORM (required to avoid a deduction from the booking commission). Please call the customer ASAP to set up the premove survey and return completed form to [premovesurveys@nationalforwarding.com](mailto:premovesurveys@nationalforwarding.com). This is vital information needed for Operations and Move Management. Our form *must be filled out, signed by the customer, and sent along with your table of measurements* no later than 3 government business days prior to the first pack date (1 government business day for short-fuse shipments).
- All accessorial services must be listed on a signed DD619/DD619-1 **and** the inventory – including crates with dimensions & shuttle service (shuttle payment requires DPS approval, service noted on a signed DD619/DD619-1, tractor trailer weights *from the day of service, and completion of NFC shuttle log*). Shuttles must be requested **PRIOR** to performing and can be denied by GSA later, in which case, the service provider will be charged back. For 3<sup>rd</sup> party services, a copy of the paid invoice is required and should be submitted with your billing paperwork. Contact [preapprovals@nationalforwarding.com](mailto:preapprovals@nationalforwarding.com) with questions.
- PROGEAR must be annotated on the packing and HHG inventory with a description of progear items and weight, **annotate M-PRO (member) and S-PRO (spouse)**.  
Example: 1.5 carton CP – reference material – M-PRO – 12 lbs (bathroom scale)  
4.5 carton CP – flying suits – S-PRO – 31.5 lbs C (constructive weight)
- Keep track of all parts and hardware - missing/lost parts and hardware can result in poor scores and large chargebacks to the responsible agent. If parts and hardware are packaged separately, the parts box line on the inventory must cross reference the inventory numbers for all items that have hardware packed.
- Upon loading, if the trailer is beginning to run short on space and there will be an overflow, please contact Operations as soon as possible.
- Make sure the customer signs all documents and receives a copy.
- **All** shipments need a new light and heavy weight, including NTS. The gross, tare, net and progear weight must be called in or emailed to our office no later than 3 days after the load day and prior to delivery day. If a re-weigh is requested, it **must** be performed prior to delivery to residence or SIT and re-weigh tickets emailed into the office ASAP. Send weight info to: [originweights@nationalforwarding.com](mailto:originweights@nationalforwarding.com) or [reweigh@nationalforwarding.com](mailto:reweigh@nationalforwarding.com) for reweighs.  
*\*\*SIT WILL NOT BE REQUESTED UNTIL ALL WEIGHTS AND INVENTORIES HAVE BEEN RECEIVED BY NFC\*\**
- If a shipment is going into SIT, the hauler must contact the storage agent prior to arrival – 1 day prior during non-peak season, and 3 days prior during peak season.
- The **hauler must** return WTS and INV to the **origin agent** and **NFC no later than 3 days after loading**. Origin agents should call or email our office if the driver has not returned the paperwork to your office, within 3 days. Call 800-323-9125 or email [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com). NFC will forward the origin documents to the base once they are all received.
- Billing must receive full, individual, **legible** copies of weight tickets – camera phone photos do not transmit well. Please note, we cannot use CAT Scale weight tickets that are emailed to the driver because they are not signed.  
*\*\*ALL WEIGHT TICKETS MUST BE SIGNED BY WEIGHMASTER\*\**
- Advise [nfcoperations@nationalforwarding.com](mailto:nfcoperations@nationalforwarding.com) or 800-722-9144 of **ETA's, direct deliveries, and delivery out of SIT – BEFORE THEY OCCUR.**
- All military customers are entitled to a full unpack & debris removal on the day of delivery.