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MEAN CSS SCORES

FROM 1 JAN TO 14 MAY 2021

dHHG	92.98
iHHG	88.68
iUB	93.05
OTO	85.76

FUEL SURCHARGE

ON NOVEMBER 1, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.727

TARIFF	11/15/2021-12/14/2021
NVL100	12%
GSA-01	FORMULA BASED
D19/400NG	10%



2022 Business Rule Changes

On 8 November 2021 USTRANSCOM published the DP3 2022 Business Rules, including the [Tender of Service](#), [400NG](#), [IT-22](#), and [Claims and Liability Business Rules](#). These regulations will apply to shipments picked up on or after 5/15/2022. Below, we've highlighted some of the most impactful changes. NFC will also release a memo series that describes all changes and their implications in more detail in the upcoming weeks.

Reweigh Changes (TOS p. 11; 400NG p. 19)

Perhaps the single most impactful change is the adjustments to automatic reweigh thresholds. Since 2020, all shipments over 12,500 lbs. have required an auto-reweight, with various lower thresholds depending on pay grade and dependents of the shipper. With the new rules the following thresholds will apply:

- a. All shipments for grades E-6 thru O-10, and DoD Civilians, weighing 7,000 pounds or more.
- b. All shipments for grades E-1 thru E-5, weighing 4,000 pounds or more.

These new rules will cause a dramatic increase in the number of shipments that will require a reweigh. NFC will release a memo with more details on this adjustment, along with guidance on how you're made aware of required reweighs for shipments tendered to you.

Electronic Inventory (TOS p. 24)

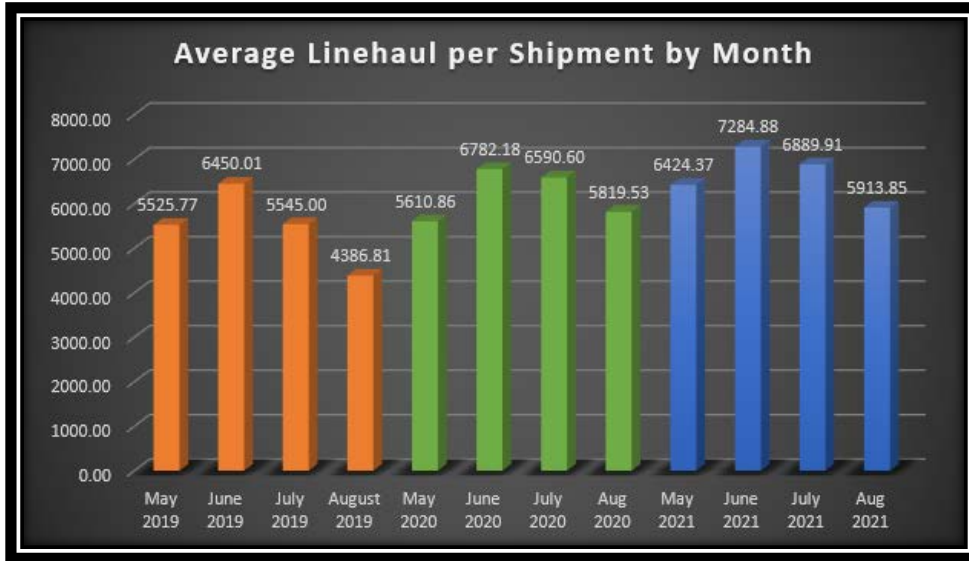
USTC added language in the Inventory section advising electronic inventories will be mandatory as of 5/15/2023. Paper inventories are still acceptable through this year, but NFC suggests your agency makes the change to electronic as soon as possible, so as to get a head start navigating challenges a switch may cause. Although the requirements for electric inventory are not effective until 2023, USTC made a note that their use is highly encouraged until that time, so long as the electronic versions still meet all inventory requirements. Finally, there is an addition that says if an electronic inventory copy cannot be provided to the member prior to the shipment departing from origin, the customer must be notified that a signed electronic copy is due NLT the next business day.

Pre-move Survey Accuracy (TOS pg. 20)

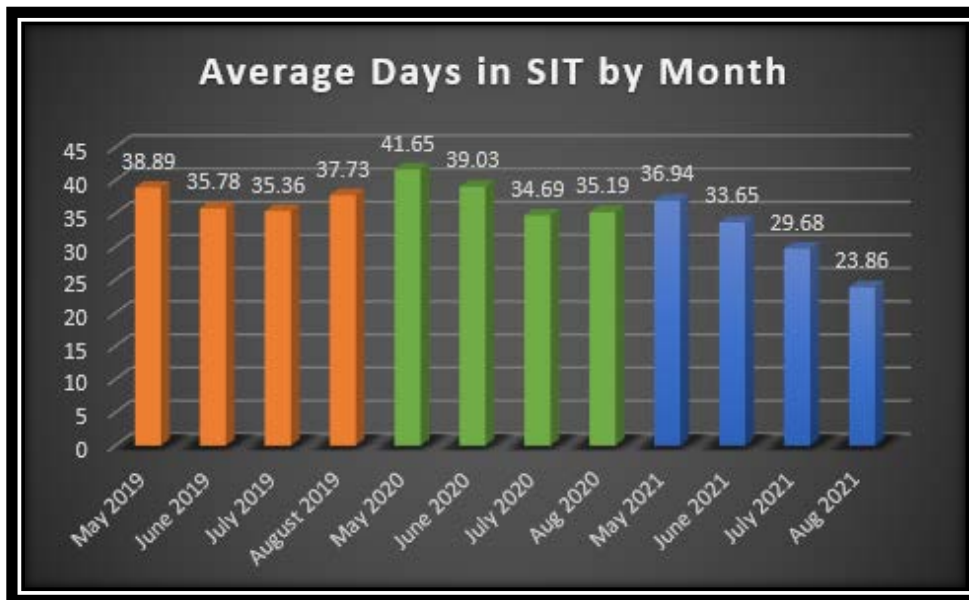
Although there were no alterations to the required timeline for pre-move survey entry and submission, USTC added the sentence "Weight estimates must be accurate within 10% of actual shipment weight." Given this change, it is important that your agency conducts a pre-move survey for every shipment you service as OA. Our shipment data from the past two years shows the majority of our shipments are within this range of accuracy. While this may require minor adjustments, we believe our agent network is well-equipped to handle this challenge.

2021 Peak Season Report

For the majority of the moving industry, we blink once in April and suddenly it's the end of September. Although peak season came and went as quickly as always, this year, it brought its normal host of success for our business, and some challenges as well. Below are some interesting statistics compiled from shipment data from this year's peak season compared to 2019 and 2020.

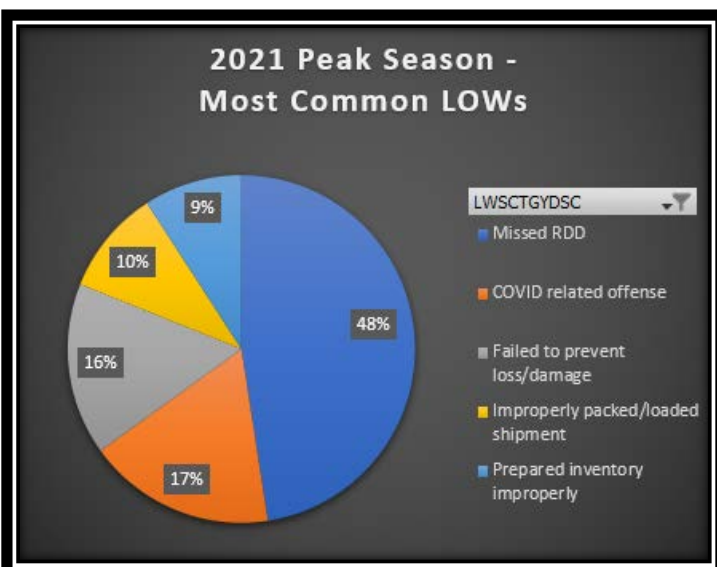
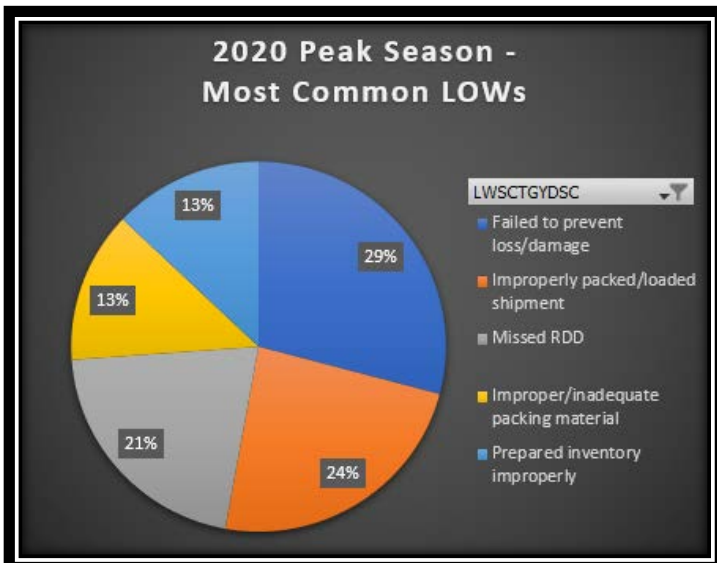
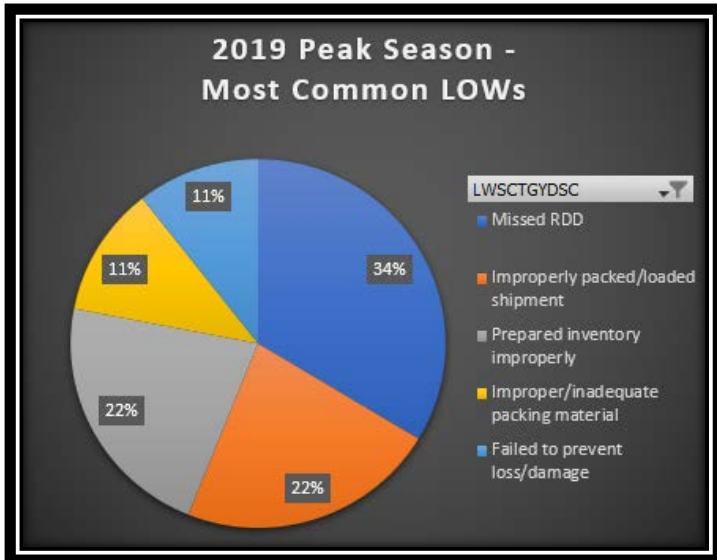


As seen in the above chart, our average linehaul per shipment has grown for every month of peak season. Although it is not visible, the average shipment weight has decreased and average distance has remained mostly constant. Therefore, the fact our average linehaul has increased means our shipments are moving under better discounts. This can be attributed in large part to the increase in CSS scores we've seen, much thanks to the hard work of our agent and hauler family!



This chart shows the number of days a shipment remains in SIT, on average. As you can see, there is typically a U-shaped trend with these values, where the beginning and end of peak season see shipments stay in SIT for longer. It is important to keep in mind the shipments that this chart accounts for are only those that have already delivered out of SIT. There are obviously numerous shipments still in SIT from Summer 2021, so we expect to see those values to move closer to normal levels as more shipments deliver out of SIT.

As previously mentioned, successes do not come without challenges. Below is some data on the trends we saw with Letters of Warning and Suspensions.



We have four categories consistently in the top 5:

- Missed RDD
- Failure to prevent loss/damage
- Improperly packed/loaded shipments
- Improperly prepared inventories

The additional transit time that USTC allowed for COVID-19 delays in 2020 helped us to more frequently meet RDD's. The return to standard transit times, paired with the driver shortage we experienced this summer, made it a challenge to meet RDD's, and they accounted for nearly half of all our received LOW's.

Although COVID related offenses were present in 2020, the reporting and enforcement procedures were not as refined as they are now. This fact heightens the importance of ensuring masks are worn while servicing a customer's shipment, and that the Certification of Health Protection Protocols form is completed.

Regarding the other common categories: Failure to prevent loss/damage is straightforward, and the best way to minimize these LOW's is to sharpen your packing methods. Be sure items are neatly placed in cartons, with enough density and protective material to secure them and minimize movement in transit.

Improperly prepared inventories are difficult to devise a "one-size-fits-all" solution for, because there are numerous [Tender of Service \(TOS\)](#) regulations regarding the inventory. NFC recommends to review the TOS section that outlines inventory requirements, beginning on page 24.

Another great resource for reading up on standards and minimizing LOW's in general is our [Military Household Goods Domestic Guidebook](#). It provides a wealth of information on how to train your crews in an easy and digestible manner. It will be updated in early 2022 to reflect the new rule changes and USTC website change. NFC will advise once it is ready.

Tips and Tidbits: Paperwork

As we saw in the above section, required paperwork such as inventories, weight tickets, and more recently, the Certification of Health Protection Protocols form (COVID Form), all need to be prepared correctly and on time in order to remain in compliance with the TOS and 400NG. In this section, we want to give some advice and reminders for all of these forms that we work with every day.

Weights & Weight Tickets

The TOS requires that shipment weights are submitted in whichever deadline is earlier: within four Government Business Days (GBDs) after the shipment is picked up, or at least four GBDs prior to delivery. When servicing shipments for NFC, we recommend that you get tare and gross weights at the closest scale to the pickup location.

The requirements for submitting weight tickets are different from the weights themselves. While weights are required within four GBDs of pickup, weight tickets are required within seven GBDs of pickup. Weight tickets for reweighs must be submitted within four GBDs of the reweigh occurring. **All weight tickets must be legible in order for the JPPSO/PPSO to accept them.** As soon as you have a legible copy of the weight tickets for an NFC shipment, please forward them with the rest of the origin paperwork to origin-docs@nationalforwarding.com.

Inventory

The TOS specifies that the TSP must “Prepare an accurate, legible HHG Descriptive Inventory.” Like the weight tickets, **the inventory must be legible in order for the JPPSO/PPSO to accept it.** There are also several details that are specified in the TOS and sometimes overlooked in preparation of the inventory. These details include:

- a. Providing the customer with a copy of the inventory prior to the driver leaving the residence.
- b. Providing the customer with the opportunity to either identify high-risk/high-value items on the inventory, or through the use of a HR/HV inventory sheet.
- c. Ensuring the term “M-PRO” is used to identify a military member’s professional gear, and that the term “S-PRO” is used to identify a military spouse’s professional gear on the inventory sheet. Each carton with professional gear should also list the weight of the container on the inventory (e.g. Carton M-PRO/S-PRO, 50 lbs.)
- d. Annotating all electronics on the inventory with make, model, and serial number when they are visible on the outside of the item.

Please ensure that your crews are aware of these requirements and ready to prepare documentation properly. The signed inventory is also required to be submitted within seven GBDs of shipment pickup. When you have the completed inventory, please attach it with the rest of the origin paperwork to origin-docs@nationalforwarding.com.

DD619

The DD619 is another document that must be obtained on all shipments. This form should list **all** accessorial services performed at origin and destination, including packing, unpacking, uncrating, bulky articles, and extra labor (with men & hours). The 400NG requires that the DD619 is submitted to support payment and validate services, so **it is crucial that this form is complete, correct, and legible for submission.**

Other Forms and Paperwork Retrieval

Other DoD forms completed at origin (and destination) must be submitted with the weight ticket, inventory, and DD619. This includes the COVID Form, HR/HV inventory, etc. Please also ensure these forms are legible and signed before they are sent to NFC for final submission.

Regarding paperwork retrieval, servicing an NFC shipment as origin agent warrants payment of a booking commission. **Included in this booking commission is effort on the part of the OA in obtaining paperwork from the hauler or driver's dispatch. Additionally, drivers and haulers are responsible to provide copies of the paperwork to the OA as soon as possible after pickup.**

We do encourage agents reach out to us if there are difficulties, but in general, this exchange of documents should happen between the OA and hauler's dispatch.

Below is an example of a timeline for when shipment management items are due for submission. If you have any further questions, please contact NFCBilling@nationalforwarding.com.

December 2021

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			1	2	3 Example shipment Pickup Date	4
5	6 (1 GBD)	7 (2 GBD)	8 (3 GBD)	9 Deadline for Weight Entry in DPS	10 (5 GBD)	11
12	13 (6 GBD)	14 Deadline for submission of weight tickets, inventories, DD619, etc.	15	16	17	18

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

“The mover (shipping or truck driver - Terry) did a great job. He went above and beyond to make sure the move was smooth. He helped the movers and ensured the pick up and drop off went well. Had he not been re-routed there would have been no damage or claim necessary. The original packers also did a good and thorough job.”

OA: Perry Moving & Storage - Hanover, MD

Hauler: Guyer the Mover - Peru, IN

“From the packers to the driver that was the most exceptional move I have ever had. With all that has been going on, and the horror stories from other service members, I was very appreciative that our move went so smooth. The driver made our move so very easy and the whole crew was easy to work with.”

OA: City Transfer Company - Astoria, OR

Hauler: Jackson's Relocation - Sedalia, MO

“You guys killed it. Excellent communication, great timeliness on packing the house, and everyone was very friendly.”

OA: Dewitt Transportation - Colorado Springs, CO

DA: Ellis Moving & Storage - Old Hickory, TN

“Both sides of the move the people were amazing and the destination crew were one of the best.”

OA and Hauler: Shur-Way Moving & Cartage - Libertyville, IL

“Very friendly and professional, really easy and painless experience. The delivery crew was especially noteworthy.”

OA: Central Transportation Systems - San Antonio, TX

Hauler: Everyday Moving & Storage - Angier, NC

DA: State Moving & Storage - Fayetteville, NC

*The customer doesn't care how much you
know until they know how much you care.*

-Damon Richards

COMPANY NEWS

Happy Anniversary

October 25	Rachel Davis	Billing Manager	11 years
November 7	Susan Staszewski	Executive Vice President, International Division	31 years
November 14	Cindy Lopez	Dispatcher	4 years
November 18	Tom Hand	Senior Accountant	2 years
December 2	Kati Howard	Claims Adjuster	7 years
December 11	Heather Curran	Claims Adjuster	9 years
December 14	Laura Rapciak	Accounts Payable	27 years
December 19	Kyle Gill	Claims Adjuster	3 years

Julian Calendar

Our 2022 Julian Calendars have been mailed out. Please contact NFC if you have not received them by early December or need more copies at agencyervices@nationalforwarding.com. In your email, please provide the mailing address and the number of copies you need.

New NFC Rating Tool Released

The 2021 NFC Rating Engine has been updated to include the extension of the crate rate increase, liftvan surcharge, and packing surcharge through the end of the year. The new rating engine (v3) can be used on any DoD shipment to reflect these changes. You can download the engine from our website [here](#), and remember to enable macros when using the engine to maximize its functionality.

Working with NFC

NFC is looking to expand its agent and hauler network. If you want to work with NFC, or if you know someone who does, please use the QR code below to navigate to our website and fill out our New Agent/Hauler form. Someone will reach out within one business day to follow up.

P.S., if you're a current member of our network, please reach out to Agent & Business Services at agencyervices@nationalforwarding.com to ask how you can be rewarded for referring other agents to work with us!

