

# MOVING Forward

## PERSONAL PROPERTY FORUM FAIRVIEW HEIGHTS, IL, APRIL 2, 2014

On April 2, SDDC held its Personal Property Forum (PPF) in Fairview Heights, IL. Kevin Spealman, Vice President of Claims & Customer Service, and Michael Wilson, Manager of Billing & Settlement, were in attendance from National Forwarding Co., Inc. The Forum was well attended by the industry while also having representatives from the General Services Administration’s (GSA) Transportation Audit Division, the Military Claims Offices (MCO), the U.S. Transportation Command (USTC), the Defense Personal Property Systems (DPS) and many SDDC staffers. The following is a summary of the meeting addressing the most important points raised. It is presented in the general order of the forum slides which are available on our website at [www.nationalforwarding.com](http://www.nationalforwarding.com).

### Major General Thomas Richardson, Commander, SDDC

Opening remarks were provided by Major General Thomas Richardson, Commander, SDDC, who first spoke of his impending retirement this June from the Army after being at the helm of SDDC for nearly two years. The Maj. General’s replacement will be Brigadier General Sue Davidson. Maj. Gen. Richardson spoke about where he envisions SDDC in the future based on the changing landscape due to the U.S. presence in Iraq and Afghanistan being reduced. He then broke down SDDC’s operation into four primary areas.

1. International Movement
2. Freight
3. Personal Property
4. Transportation Engineering Agency

Due to the reduction in activity in “International Movement,” SDDC has begun to analyze the other areas of their operation. The Maj. General stated that he feels strongly that the future of SDDC will be in the domestic arena with focus devoted in large part to household goods. Maj. Gen. Richardson discussed the current budget and specifically the reduction SDDC will be taking (25%) and the closing of the Regional Storage Management Offices (RSMO). The RSMO offices will centralize with SDDC to Scott AFB. Maj. Gen. Richardson spoke about the concerns pertaining to warehouse inspection responsibilities which will be assumed by the Quality Assurance personnel at the local Personal Property Shipping Offices. In closing, Maj. Gen. Richardson issued a challenge to SDDC and Captain Aaron Stanley, Director of Personal Property, SDDC, to save money without affecting the service and quality.

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## PERSONAL PROPERTY FORUM....cont

Maj. Gen. Richardson stated that this would be possible by eliminating redundancies and through thorough mapping of the processes to find common functions. He felt in order to be successful, SDDC would have to be both innovative and realistic with their approach.

### **Captain Aaron Stanley, Director of Personal Property, SDDC**

Following Maj. Gen. Richardson's opening remarks, Captain Aaron Stanley, Director of Personal Property, SDDC, was introduced and spoke briefly covering a few hot button topics. The most significant topic covered was SDDC's current investigation into TSPs who are allegedly withholding claim dollars from the service member in exchange for a higher Customer Satisfaction Survey (CSS) score. Specific numbers, including how many TSPs or shipments involved, were not provided. The Capt. did state that his team was close to concluding their research, and if inappropriate action is discovered, the offender or offenders would face swift revocation action from the program.

Capt. Stanley also spoke about Peak Season projections, stating that the industry can expect normal DOD volume with the possibility for a short-term increase in activity as troops continue to be brought home and retirement and separation numbers increase.

### **Lieutenant Colonel Gina Prevett, DPS Program Manager, DPS Program Office**

Lieutenant Colonel Gina Prevett, DPS Program Manager, DPS Program Office, began her presentation talking about the upcoming scheduled changes to the DPS system that she categorized as insignificant and necessary for security remediation. The changes are currently scheduled to occur this summer into fall. The most impactful topic discussed was the imminent change to the emailed survey reminder sent to the service members following their move. Currently, there is a hyperlink that takes the service member to their CSS and allows them to immediately complete their survey. As of May 2<sup>nd</sup> the link will no longer be a part of the email due to an identified security risk it imposes. Unfortunately, a long term solution is still being developed. The short term solution will require the service member to log into DPS to complete their survey. This is of great concern due to the hyperlink accounting for 61 percent of the surveys being completed and also due to the probable negative impact on the CSS response rate that currently stands at a DPS Program high in the mid 40 percent range. SDDC recommends having the service member contact the DPS helpdesk for assistance in completing their CSS if they are unable to login through DPS.

### **John Becker, Rates Team Lead, SDDC**

Mr. John Becker, Rates Team Lead, SDDC, spoke about a number of issues. Most impactful was the current issues pertaining to Bunker Surcharge on shipments moving to/from Alaska. Mr. Becker explained that the Ocean Bill of Lading (OBL) must contain a visible breakdown of bunker surcharge and fuel surcharge in the event there are over the road miles provided by the ocean carrier. It was confirmed that all of the Alaska ocean carriers have been advised and are aware of what the TSP must present to be paid for BSC.

### **George Thomas, Head of Dispute Resolution, General Services Administration (GSA)**

Mr. George Thomas, Head of Dispute Resolution, GSA, gave a brief review of the different functions that GSA performs including their mission and the structure of the organization. Following his briefing on the organization, Mr. Thomas spoke at fair length on shuttles. It was emphasized that in order to have a billable shuttle there must be a preapproval in DPS, a signed DD619/DD619-1 and a truck to truck transfer has to have occurred. Mr. Thomas informed the audience that GSA was also doing weight ticket assessment to identify whether a shipment was shuttled or merely APU'd. GSA's position is that when a shuttle is in question, reference can be drawn to the weight ticket to confirm the shipment was on a tractor trailer on the load date.



## PERSONAL PROPERTY FORUM....cont

### **Rosia Lindsey, Operations Team Lead, SDDC**

Ms. Rosia Lindsey, Operations Team Lead, SDDC, reminded everyone that SIT at origin requests must be submitted prior to pickup. Ms. Lindsey also asked the audience to be cognizant of their weight entry due to the burden it imposes on the PPSO if a weight change is needed. An audience member then requested that SDDC look into allowing the TSP to correct weights when they are entered incorrectly, provided the shipment met a specific timeline, presumably prior to billing. Ms. Lindsey was receptive to the request and stated that she would have her team explore this possibility.

### **David Jones, Quality Assurance Team Lead, SDDC**

Mr. David Jones, Quality Assurance Team Lead, SDDC, spoke primarily on the TSP qualification requirements in the program. Mr. Jones addressed the situation with the six TSPs that were penalized with revocation from the program for failure to meet program requirements.

In addition to the previously mentioned individuals that have been highlighted thus far, the Military Claims Offices (MCO) had a discussion with Mr. Brett Coakley (Air Force Claims), Mr. Steve Kelly (Army Claims) and Ms. Virginia Eilmus (Navy Claims) talking about the current issues the MCO is dealing with recently. The primary topic was mold and mildew during much of their discussion. New rules will be completed shortly that will give comprehensive responsibilities when mold and/or mildew are found to be contained in a DOD HHG shipment.

*In the end, the PPF provided industry with some idea as to what can be expected in the future through Major General Thomas Richardson opening remarks. Industry was then greeted with several very concerning issues including: CSS integrity coming into question surrounding evidence of some TSPs strong arming for better CSS scores; CSS changes to the email notification that certainly will impact survey response rate; DPS programming that is scheduled to occur during summer that potentially can effect usability; GSA shuttle chargebacks currently being very prevalent and undoubtedly a challenge to substantiate years after completion. The meeting did however close on a positive note, after Ms. Jill Smith, SDDC, revisited the meeting's action items that SDDC would be following up on for industry.*

## Top Ten CSS Comments

1. TSPs not unpacking at destination
2. Misplaced hardware
3. Reassembling items improperly
4. Crew unprepared (lack of equipment)
5. Unprofessional behavior/appearance
6. Charging customer for debris removal
7. Intimidating the customer
8. Verbal altercations among the crew
9. Incomplete inventory
10. Trashing/damaging the customers residence





## Reminder: Military Installation Access

- ❖ Make sure you conduct a thorough background check and drug test on your employees and drivers.
- ❖ Entry denials could result in a delayed pick up or delivery and negative feedback on the Customer Satisfaction Survey.
- ❖ A current passport or TWIC card will make entry much easier.
- ❖ If you have any questions or concerns contact Agency Services at 800-323-9125

### Be Prepared...

How many times have we heard this in our life? As the summer season is quickly approaching we must take steps to be prepared for the peak season. As stated in previous updates we will have less capacity for shipments inbound and outbound to the state of California. The CARB rules will cause most fleets to have less drivers running coast to coast this summer. There are new provisions being discussed called the Hardship Delay Process – Three Truck Maximum that might provide extensions until Jan 2018.

Keep current on the April CARB hearing for the final qualifications needed to qualify for this extension. We are also encouraging all agents to purchase extra crates for the peak season. We will be moving many jobs as Code 2's during peak season.

Please remember to make the best first impression. Do a pre-move survey, call in advance with arrival time, send uniformed personnel to service the shipper's needs. Provide qualified labor to the driver and make check calls to ensure a happy customer. First impressions and communication is key to a good CSS score.

Don't forget we are here to help you and can be reached for any emergency. Our toll free number is printed on our bill of lading for after-hours calls 888-993-6683.

***Let's make this the best summer ever... we are prepared and ready to go.***

## National Forwarding Co., Inc.'s 2014 Driver Update for Peak Season

Preparing for the Peak Season has started. We look forward to a very successful season and excellent scores from all of our drivers who handle our military customers with the greatest respect. Here are some reminders for the peak season:

- Advise NFC of any date changes – DPS must be updated in a timely manner.
- All shipments need a light and a heavy weight. The gross, tare, net and progear weight must be called into our office no later than 3 days after load day. This gives the base and the military customer sufficient time to request a re-weigh if necessary. Re-weighs must be done before a shipment delivers to SIT or residence. You will be in violation of the TOS if it is not performed.
- The driver must return weights and inventories to the origin agent within 3 days so they can be submitted to the base within 7 workdays.
- It is the driver's responsibility to inventory the entire shipment – no box shall be packed by a military customer or listed as PBO.
- The driver should make sure all hardware is placed in a hardware/parts box or securely attached to the item – it should also be notated on the inventory if it has been boxed separately or attached.
- Mold – never take anything that has mold on it or smells of mold, once we accept a moldy item we are liable for cleaning costs – contact NFC immediately for advice on how to proceed.
- Bugs – they can infect the entire shipment as well as others if they come in contact with. Contact NFC immediately on how to proceed.
- ProGear must be annotated on the inventory with a description and weight. The carton should be weighed on a bathroom scale, warehouse scale or reconstructed @ 7# per cubic foot. The military customer is entitled to 2000# and the spouse 500# (as of 5/1/14). Please notate on the inventory M for Member or S for Spouse.
- Contact our office ASAP if you think there might be an over-flow. This gives sufficient time to secure the local agent's service.
- NTS shipments need a new weight and a rider taken – unwrap brown paper from International shipments to check for condition of HHG. Call us if there are any bulky items.
- Remember – a shuttle is from the military customer's residence to your truck.
- Make sure the military customer signs all documents and is left with a copy.
- Do not give the military customer an ETA – advise them to contact NFC.
- Keep NFC updated with your ETA – we can advise you if a shipment needs a re-weigh or will be going to SIT or residence (some re-weighs are requested as 'witnessed', be prepared)
- Contact our office when you arrive at destination and are ready to deliver.
- All military customers are entitled to a full unpack and debris removal on the day of delivery.



If you have any questions or need assistance, please contact our Agency Department – 800-323-9125.

## **We're Serious About the Smile**

At the April Personal Property Forum, SDDC made it clear that the TSP's failure to unpack, or the "dump and run" is still the biggest problem that we all face in terms of customer satisfaction. It goes without saying then, that this is greatly damaging our survey scores!

The CSS is our lifeblood. Agents with crews that try to get out of unpacking, or even give a vague impression that they don't want to unpack, threaten our future business nationwide! Even when a customer senses through tone of voice and body language that a crew does not really want to stay and unpack, we see their comments about it on the CSS. When a customer writes a specific comment like this on the survey, you can also bet that they've scored us down because of it. So we're serious about the smile, and our agent selection will place a heavy emphasis on this issue.

## **National Van Lines International Part 4: Packing and Inventory**

When handling an international shipment, it is important to take extra care during packing and loading. Preparing a detailed inventory is essential for customs, as well as for our purposes.

Double pad wrap or bubble-wrap all furniture. Also use cardboard in addition to wrapping. Be sure that all surfaces are completely covered (including bottom) and take care to avoid taping or affixing labels to the surface of the furniture. Clearly mark the inventory number of the outermost layer of all wrapped furniture.

Large appliances and furniture should be wrapped and padded only after taking exceptions on the inventory. Each appliance serviced at origin must be labeled, indicating that de-servicing is required at destination prior to use. All washing machines requiring service must be secured with a washer bracing kit.

Disassemble larger items if possible, then wrap and inventory pieces separately. Use paper pads to wrap all furniture. Use added wrapping and protection on table legs that can't be removed. Chairs make excellent natural containers. Add soft bundles between the legs of chairs and in other open areas.

It is important to place additional padding in the bottom of the container; this is due to the additional handling of international shipments. International shipments do not have the support of air ride equipped trailers and domestic shipments do.

Packing the shipment tightly will reduce the potential for household contents from shifting during transit, reducing the potential for damage. A well packed shipment will also improve upon the estimated density and can maximize margins, as ocean transit is based upon the cubic size or volume of the international shipment. Careful packing is crucial for any international move.

Take care to label the inventory very accurately. This is extremely important for the clearance of the household goods shipment through customs. Ensure that electronics have the serial number on the outside of the contents container as well as on the inventory. We require the use of the National Forwarding Company High Value/High Risk (HV/HR) Inventory and carton seals on all items listed on our HV/HR Policy including: CD's, DVDs, electronics, valuable figurines, crystal, collections, etc. Again, this is very important to alleviate any issues and expedite the customs clearance process.

Although international packing is very similar to domestic packing, make sure to include additional cushion or padding and prepare a detailed, clear and legible inventory.

**Call 800-323-1963 or 708-450-2941 for your next international quote.**

**By Land, By Sea, By Air...Anywhere!**

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*The entire process was excellent. Member wishes Debra, who was the liaison, could be the liaison every time. She instilled a lot of confidence in member and in member's spouse, it was great having one person to talk to and know that things would get taken care of. She had a great rapport. Packers in AK were very professional, they had heirloom items that were precious and irreplaceable. They did really well with making sure that these items were packed, and that the packing and care met the approval of the member. Very professional and outstanding job. Kim Anderson, the driver was very professional, kept in great contact. They were held up for delivery by the weather, but by no fault of the movers. The unloaders were very professional, friendly, and efficient. Night and day difference from the move initially going to AK. Really can't stress enough that this was such an excellent move, and everyone involved of the move made sure the member was the focal point, which was such a relief and instilled confidence.*

*Appreciate the level of professionalism and care. It was just outstanding!*

-Origin Agent: Trans-World Moving Sys, Anchorage, AK

-Hauler: World Wide Movers, Edmonds, WA

*The movers were great, very professional and efficient.*

-Origin & Hauling Agent: Barnes Moving & Storage, Carrollton, GA

-Destination Agent Premier Transfer & Stg., Blacksburg, VA

*This was our first real military move. My wife and I were very pleased at how smoothly it went, and surprised how relatively simple the move was. Things went very well.*

*There was a high level of professionalism with everyone we dealt with at each phase of the move. Thank you and congratulations on a very successful move.*

-Origin & Hauling Agent: Rockey's Van Lines, LLC, San Antonio, TX

-Destination Agent: Quality Services Moving, Lorton, VA

*The mover did a great job. I appreciated his hard work in getting my stuff where I wanted it in my house. I would gladly recommend him to anyone else.*

-Hauling Agent: O'Neill Transfer & Storage, Lake Oswego, OR, hauling under NVL authority.

# Company News

## Happy Anniversary

April 1	Dana Seliga	1 year	Move Manager
April 1	Alexandria Gunn	1 year	Move Manager
April 12	Kristin Louapre	10 years	Senior Relocation Coordinator
April 13	Patty Farmer	15 years	DP3 Billing Coordinator
April 24	Patty Hartung	25 years	Office Assistant
April 25	Tim Pyrcik	3 years	Shipment Coordinator
April 26	Stephanie Benitez	4 years	Shipment Coordinator

## NFC Gives Back

Our yearly tradition of summer fundraising for Honor Flight Chicago has now started. We kicked off our fundraising with a charity lunch and raffle for tickets to a Sox vs. Cubs game. To date we have raised \$2607 (which included a very generous single employee donation of \$500 and a 2 for 1 match by Pat Johnson) and will continue fundraising until September. Our goal is to send at least 8 vets to Washington D.C. this year and we are off to a great start!

## Twitter

Follow us on Twitter @NFC\_Inc. We provide daily tweets on happenings at NFC, the DOD Personal Property Program, SDDC updates and more!

