

# MOVING *Forward*

August 2014

Proudly Serving Military Families

Issue 4 Volume 8

## 2015 Rate Cycle Minimum Performance Score (MPS) Raising the Bar!

In order to balance the TSP's quality with overall cost to the government, DP3 employs a formula to determine the TSP's Best Value Score (BVS). The BVS is derived from the TSP's Performance Score (PS) and its Rate Score (RS). **\*Note that, at the present time, the Performance Score is simply the Customer Satisfaction Score (CSS).** Under this formula, the TSP's Performance Score is weighted at 70% and the Rate Score is weighted at 30%. The formula can be expressed as follows:  $(PS \text{ or } CSS \times .70) + (RS \times .30) = BVS$ .

The Minimum Performance Score for the 2015 Rate Cycle has been established by SDDC. The following table sets forth the MPS by market along with the corresponding CSS which must be achieved to obtain it. It also shows the overall industry average CSS for the distribution period beginning October 1, 2014.

|      | MPS   | PS/CSS | Industry Avg CSS |
|------|-------|--------|------------------|
| dHHG | 50.10 | 71.57  | 86.21            |
| iHHG | 52.80 | 75.43  | 82.34            |
| iUB  | 57.00 | 81.42  | 86.43            |



TSPs that fall below the MPS during a performance period are not eligible to receive any shipment awards for that period. The performance periods are as follows:

- January 1 – May 14
- May 15 – July 31
- August 1 – September 30
- October 1 – December 31

If DP3 is assessed based upon customer satisfaction, it certainly is a success. The overall industry averages which have been achieved are truly outstanding and indicate superior customer service. Consider the fact that a TSP that receives the second highest score on all survey questions will have a CSS of 75. Even more revealing is the fact that if the TSP receives a satisfactory score on all survey questions, it will have a CSS of 50.



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We want to thank our men and women in uniform and their civilian counterparts for their service to our country, and we also want to thank our agents and haulers for their efforts in providing them with the kind of service they deserve.

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## Most Common Letters of Warning

- Failed to provide required origin documents to PPSO within 7 days (see below)
- Incomplete info on weight tickets. They must contain required information as outlined in tariff (see page 3)
- Failed to notify PPSO of arrival/delivery
- Prepared inventory improperly
- Improper/inadequate packing material
- Improperly packed/loaded shipment
- Failed to prevent loss/damage
- Used unqualified personnel
- Failed to remove packing materials/debris
- Failed to provide required documents to member
- Failed to reweigh when requested

Our office reviews every Letter of Warning sent to us. Typically, we fax the letter to the agents involved as it serves 2 purposes:

- 1) You will be able to review and take corrective action to resolve the issue on future shipments
- 2) If the violation did not occur we ask that you provide us with information so we may be able to appeal the LOW.

## Origin Documents to the PPSO within 7 Days

Every agent servicing one of our shipments as the local agent or hauler (if a pack and haul), is required to send the origin PPSO the following documents within 7 workdays after shipment pick up:

- ✓ 1 copy of GBL, weights filled in
- ✓ 1 copy of weight tickets
- ✓ 1 copy of DD619
- ✓ 1 copy of inventory, including HV/HR inventory

The preferred method to send the documents is to scan and email (with a read receipt). If you fax the documents, make sure you call the base to make sure they have all come across and are legible and save your fax confirmation. If you mail the documents, make sure they arrive on or before 7 workdays.

National has compiled a list of bases with fax and email addresses to send paperwork. It is located on the homepage of our website [www.nationalforwarding.com](http://www.nationalforwarding.com) under the title *Base Email Addresses for Paperwork*. If the driver has not returned the documents to you in a timely manner, please contact our Operations Department at 800-722-9144 or [nfcoperations@nationalvanlines.com](mailto:nfcoperations@nationalvanlines.com).



## Hauling Agent Responsibilities for Weighing Procedures

- Weigh all shipments on a certified scale.
- The net weight is the difference between the tare weight of the vehicle that shipment is loaded on – prior to the actual loading of the shipment – and the gross weight of the same vehicle after the shipment is loaded OR,
- The gross weight of the vehicle with the shipment loaded, and the tare weight of the same vehicle after the shipment is unloaded.
- Obtain the net weight at origin. A reweigh may be required at destination at the request of the TO/customer.
- Obtain separate weights for any extra pick-ups.
- Pro-Gear, aka Professional Books, Papers and Equipment, should be weighed separately (on a bathroom scale or constructed) from household goods and entered on the GBL.
- If there is a partial shuttle or other accessorial services, obtain separate weights for that portion of the shipment upon which the service was rendered (billing can only be applied to that portion).
- Leave all pads, dollies, hand trucks, ramps, and other equipment required to transport the shipment on the vehicle during the tare and gross weighing.
- No person(s) will be on the vehicle during the weighing.
- Fuel tanks should be full at the time of each weighing, or no fuel added between the tare weighing and the gross weighing.
- The TO and the customer have the right to observe weighing of the shipment upon request.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both. The following minimum information will be required on the weight tickets:

- 1) Location of Scale
- 2) Date of Weigh
- 3) Weights
- 4) Company ID
- 5) Shipper Last Name
- 6) GBL number
- 7) Weighmaster Signature

39257454  
TICKET NUMBER



**CERTIFIED  
AUTOMATED  
TRUCK  
SCALE**

CAT SCALE COMPANY  
P.O. BOX 630  
WALCOTT, IA 52773  
(563) 284-6263  
www.catscale.com

1643 SCALE  
392574 LOCATION:  
PUBLIC WEIGHMASTERS  
CERTIFICATE OF  
WEIGHT & MEASURE

IMPRINT SEAL HERE  
(IF APPLICABLE)

WEIGH NUMBER  
7421

CUSTOMER COPY

**THE CAT SCALE GUARANTEE**  
The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.<sup>®</sup>

**WEIGH WHAT WE SAY OR WE PAY<sup>®</sup>**  
If you get an overweight fine from the state **AFTER** one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:  
(1) Reimburse you for the cost of the overweight fine if our scale is wrong, OR  
(2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

**IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:**  
1) Post bond and request a court date.  
2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE, ext. 7 (Toll Free) or visit www.catscaleguarantee.com for instructions.  
3) IMMEDIATELY send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Guarantee Department.

\* The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

|                 |               |       |    |
|-----------------|---------------|-------|----|
| DATE: 6-25-2014 | STEER AXLE    | 11520 | lb |
|                 | DRIVE AXLE    | 24940 | lb |
|                 | TRAILER AXLE  | 28780 | lb |
|                 | *GROSS WEIGHT | 65240 | lb |

WATERTOWN, NY

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

JOHN SMITH  
GBL ABED0000123

LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED: FREIGHT ALL-KINDS

COMPANY: ACKLEY TRACTOR # 539567 # 611

WEIGHMASTER OR WEIGHER SIGNATURE: *Joanna Reed* TICKET # 39257421 (IF REWEIGH)

WEIGHMASTER SIGNATURE: JOANNA REED

SHIPPER LAST NAME + GBL NUMBER

DATE OF WEIGH

WEIGHTS

LOCATION OF SCALE

COMPANY ID

WEIGHMASTER SIGNATURE

## *Someone you should know...*

*Barb Johnson is a 36 year employee here at National, working in the billing department, and the wife of Pat Johnson, NFC's President. We caught up with her and asked her some questions about work and home.*

**How long have you been at National and what are your job duties?**

36 years. That's longer/older than some of the people working here! My general job title is internal auditor which includes a variety of duties such as reviewing accounts receivables and accounts payables, container control and processing GSA overcharges. Though this summer, along with everyone else, I have done a little bit of everything.



**What are the biggest changes you have seen at National over the years?**

Since I have been here so long, I truly get to say that I remember when... I think the biggest changes I have seen revolve around our transition from manual systems to automation. When I look back to how we used to do things, from dispatch tickets to typing vouchers to carbon check copies, everything is so much faster and easier. I was here before we had computers on our desks and email, how did we work without that?

**Tell us about a memorable moment experienced while at National.**

Well maybe I don't remember the specific moment but certainly the most life changing event was meeting Pat. And after 34 years and 4 children, we are both still with National Forwarding and have attended so many Christmas parties, picnics, and conventions together it's hard to remember just one moment.

**What do you like to do for fun or spare time?**

I really enjoy going out to the movies, it's a form of relaxation where you don't have to think about what you need to do for the next two hours. And now that the last one is heading off to college, hopefully I will get to spend a little more time reading. And I am looking forward to doing some spur of the moment (or planned) traveling.

**Anything else you would like to add?**

I never thought that when I started here as my first real job that I would still be here. But it has been a great place to work and I still enjoy my job and the people I work with. Can't ask for more than that!

## **Phone, Internet, Power Outages**



**No dial tone? Internet not working? Power not coming on? Please make sure you contact our office and let us know. We can keep our NFC employees informed and better service our customers if we know there is an issue. Do not forget to contact us when everything is up and running again.**



Since 1991, National Claims Services has been the industry leader in the settlement of military household goods loss and damage claims.

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## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*Of my 4 PCS military moves and 14 years of active military service, this was by far the best move I endured. Lippincott Van Lines is absolutely amazing at what they do. They accommodated every request by exceeding my expectations. The 3 gentlemen who actually performed the work were phenomenal; Dominick Simpson (the lead), Willard Crews and Kevin Herm. They were very professional, knew their job and swift with perfection. Our overall weight was 11,700 pounds and I had ZERO problems (breaks, cracks, faults). This company knows their job and I highly recommend them to anybody who is moving. I will be sure (and have since the move) to recommend Lippincott to others so they can enjoy the best movers ever!*

Origin & Hauling: Lippincott Van Lines, Winsted, CT

*The personnel from Cicero (subcontractor for National Van Lines) were absolutely wonderful at the origin and the destination. They were extremely professional, diligent, and hard working. They really went above and beyond to make sure that our move was as hassle-free as possible. I've moved 6 times in my 17 year career and this was by far the best moving crew we've ever had. Please ensure that our positive feedback is relayed to the folks at Cicero and do whatever you can to take care of them. They deserve as much positive affirmation/reward/kudos as is appropriate.*

Hauling: Cicero's Moving & Storage, Macon, GA under National Van Lines authority

Destination: Cicero's Moving & Storage, Macon, GA

*Jose was a top-notch team leader. He was very professional, caring, and polite. I wish I could have him for every move.*

Origin: Santiago Moving & Storage, Valley Cottage, NY

Hauling: Santiago Moving & Storage, Valley Cottage, NY, under Allied authority

*Bobby Everett was amazing. He went beyond the extra mile to accommodate my moving situation. Once he arrived in the local area, he contacted me and tried his best to try to arrange a door-to-door move. Unfortunately my house was not available in time but he was outstanding in trying to accommodate me. I greatly appreciate Bobby's efforts.*

Hauling: Custom Moving & Storage, Fayetteville, NC

# COMPANY NEWS

## Happy Anniversary

|           |                 |          |                    |
|-----------|-----------------|----------|--------------------|
| August 1  | Diana Cevizovic | 3 years  | Billing Technician |
| August 4  | Arlene Kozlick  | 32 years | Internal Auditor   |
| August 6  | Vickie Carroll  | 12 years | Claims Adjuster    |
| August 13 | Kim Loughman    | 7 years  | Claims Adjuster    |
| August 25 | Samantha Lewis  | 6 years  | Move Manager       |

## New Employees

|           |                 |              |
|-----------|-----------------|--------------|
| July 29   | Kayli Clark     | Move Manager |
| August 13 | Alycia Molenaar | Move Manager |

## NFC Gives Back

NFC continued our summer fundraising for Honor Flight, an organization that helps World War II veterans visit Washington D.C. for a day of remembrance. Our snack table, raffle, and charity lunch totaled \$1,934. We are continuing our fundraising efforts until September with a goal of exceeding the amount raised in 2013.

## Twitter

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

