



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: April 19, 2018
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates
FROM: Patrick C. Johnson, President
SUBJECT: Concern Regarding Claims Handling Procedures

USTRANSCOM Advisory 18 – 0066 highlights areas of concern regarding claims handling and procedures. While most of these considerations pertain to the functioning of our claims department, there are a couple of items that require the cooperation of our agents and haulers. They are highlighted for your review [here](#) and are reproduced below.

- Documentation (e.g. Notification of Loss of Damage At Delivery form) not reflecting the TSP on the Bill of Lading (reference [USTRANSCOM Advisory 18-0061](#))
- Poorly prepared & vague inventories.
- Condition codes are not visible to customer on electronic inventories.

Thank you all for your cooperation and partnership. We look forward to a busy and profitable summer. Remember that you can count on us for very prompt and dependable payment and a responsive staff.

PCJ/ab