

MOVING *forward*

December 2014

Proudly Serving Military Families

Issue 4 Volume 12

Merry Christmas and Happy New Year!

From
The Employees of
National Forwarding Co., Inc.
National Van Lines, International Division
National Claims Services, Inc.

We have again decided not to send Christmas Cards this year. Although we endorse the sentiment behind them, we can express those thoughts in a simple message like this and donate the money otherwise spent to a worthy cause.

In lieu of Christmas Cards, we are making a donation to the Wounded Warrior Project. We can think of no better way to express our appreciation to the men and women of our Armed Forces than to donate to an organization dedicated to helping those who have sacrificed so much for us. We encourage you to join us in doing so. Go to:

www.woundedwarriorproject.org



Vehicle Preparation for Winter Driving

Courtesy of:

Laura Manning, Director of Fleet Services, National Van Lines

Weather and road conditions change quickly during the winter months. Ensuring your vehicle is prepared for these changes is vital to your safety as well as the safety of those you share the road with. Below are a few guidelines to follow when you're preparing your vehicle for winter driving.

Pre and Post Trip Inspections

Make sure you are checking your vehicle daily and paying special attention to the following:

1. Heater and defroster are working properly
2. All exhaust connections are secure
3. Cooling system full of antifreeze and of adequate strength for cold weather
4. Battery is fully charged and cables are not loose or corroded
5. Lights are working properly and are clear of any debris (keep lenses clean)
6. Wiper blades are working properly
7. Washer fluid is full and fluid contains antifreeze

Emergency Equipment

Carry an emergency kit that includes:

1. A snow brush/window scraper
2. Shovel
3. Flares
4. Jumper cables
5. Sand or cat litter for traction
6. Extra clothes (coat, hat, gloves, etc.)
7. Extra food and water
8. First aid supplies
9. Flashlight and spare batteries



Tire Chains

In certain areas of the country, tire chains are required for Commercial Motor Vehicles. Make sure to:

1. Carry the proper size and number of tire chains
2. Carry extra links
3. Check chains regularly for broken or worn links and replace when necessary
4. Pull over and install the chains in a safe, well lit area
5. Install the chains so they fit snugly and are not too tight
6. Check the chains regularly and re-tighten when necessary

Remember to check and re-check these items regularly.

The safety of our drivers and the motoring public is our highest priority!

Reminders

Regionalization

Effective 1 Jan 2015

- Arizona. Transferring responsibility of MCAS Yuma, AZ (KDML) to JPPSO-SW, San Diego, CA (LKNQ)
- California. Transferring responsibility of Presidio Monterey, CA (LHAT) to JPPSO-SW, San Diego, CA (LKNQ)

Effective 1 Apr 2015

- Alabama. Transferring responsibility of Redstone Arsenal, AL (FIAM) to JPPSO-SE, Jacksonville, FL (CNNQ)
- California. Transferring responsibility of Twentynine Palms, CA (LIMT) to JPPSO-SW, San Diego, CA (LKNQ)
- Kansas. Transferring responsibility of Fort Leavenworth, KS to JPPSO-SW Fort Lewis, WA (JEAT)
- New York. Transferring responsibility of West Point, NY to JPPSO-MA, Fort Belvoir, VA (BGAC)
- North Carolina. Transferring responsibility of MCAS Cherry Point, NC (BKML) to JPPSO-SE Jacksonville, FL (CNNQ)

Base Access

Fort Benning, GA- will change its access policy starting January 1. Those who don't have a military or civilian access ID card will be required to stop at the visitor's center at the 185 gate for a background check and a visitor's pass.

Fort Jackson, SC- visitors will have to be escorted or be vetted by the FBI and receive credentials to have access to the post. Military contractors should visit Physical Security at Building 4394 along Strom Thurmond Boulevard from 7:30 a.m. to 4 p.m. Monday through Friday for credentials. Those who frequent the fort can apply for an extended pass for up to one year.

DPS System Response Center

Contact information for the DPS System Response Center are as follows:

24/7 Helpdesk

- Phone: 800-462-2176
- Email: usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil
- Submit a helpdesk ticket online: <https://www.sddc-srchelpme.com>


Reminders

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) 294-0203
www.catscale.com

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

IMPRINT SEAL HERE
(IF APPLICABLE)

WEIGH NUMBER
714221

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.SM

WEIGH WHAT WE SAY OR WE PAYSM

If you get an overweight fine from the state **BEFORE** 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.catscale.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

LOCATION: 1351 LONGWAYS TRUCK STOP
HWY 97 AND 942
WATERLOO, IY

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.

SHIPPER: JOHN SMITH
GBL # BCB0000123

COMPANY: ACKLEY
FREIGHT # 539624
TICKET # 39257421

WEIGHMASTER OR
WEIGHMASTER SIGNATURE: JOANNA REED
IF REWEIGH: 0

WEIGHT NUMBER: 714221

WEIGHMASTER SIGNATURE: JOANNA REED

SHIPPER LAST NAME + GBL NUMBER

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEYS

I wanted to take a minute and say thank you to everyone for the excellent service provided throughout all phases of our household goods relocation. PCS'ing can be stressful by itself, but the level of assistance exceeded all expectations we had. Service provided by my previous duty station (JB-MDL, TMO office Rep: Moffett), the excellence of the packing team from Allen Transport, the loading team from National Van Lines, the assistance of the Personal Property team at NAS Sigonella, and the unloading folks working for Golden Transport were all above and beyond what we expected. Thank you all very much!!!

Origin Agent: Allen Transfer & Storage, Mount Holly, NJ

Destination: Golden Transports, Catania, Italy

Driver was amazing, great contact, drove through snow storm and communicated with us. The unpacking crew was amazing; they helped to put everything away.

Hauler: American Way Van & Stge., Vandalia, OH, hauling under National Van Lines Authority

Very efficient, fast, and unbelievable packing crew. Extremely impressed with the service provided.

Origin & Hauling Agent: Lippincott Van Lines, Winsted, CT

Both crews were the best I've seen in 7 moves! I will use them again.

Origin: Sentinel Movers, Inc., Pensacola, FL

Hauler: Tanner Van Lines, Richmond, VA

Everyone from the moving crew to moving coordinator did a great job, they were professional, courteous and were big help making this smooth move.

Origin: Mother Load Van & Storage, Rancho Cordova, CA

Hauler: Modern Movers, Inc., Lehigh Acres, FL

NFC GIVES BACK

ADOPT-A-PLATOON



This year the SOS Committee packed 25 boxes for our Adopt-A-Platoon stationed in Korea. Goodies like stockings stuffed with candy, along with personal items such as razors, socks, shampoo were sent for the soldiers to receive by Christmas. From left: Michael Czarnecki, Deanna Munizza, and Tony Ruiz.

ASPIRE

National Forwarding Co., Inc. partnered with National Van Lines to provide gifts to the Aspire Wish List Program. Aspire was founded in 1960, and is recognized throughout Illinois as a leader in providing bold, pioneering and uncompromising services to children and adults with developmental disabilities, their families and the Chicagoland Community. From left our NFC employees with their gifts: Rachel Iorfida, Jackie Grzyb, Kristin Louapre, & Cindy Iorfida.



COMPANY NEWS



Happy Anniversary

December 11	Heather Curran	2 years	Claims Assistant
December 14	Laura Rapciak	20 years	Hauler Accounts

Holiday Hours

Wednesday, Dec 24	Christmas Eve	Open until Noon
Thursday, Dec 25	Christmas	CLOSED
Friday, Dec 26		CLOSED
Wednesday, Dec 31	New Year's Eve	Open until Noon
Thursday, Jan 1	New Year's Day	CLOSED
Friday, Jan 2		CLOSED

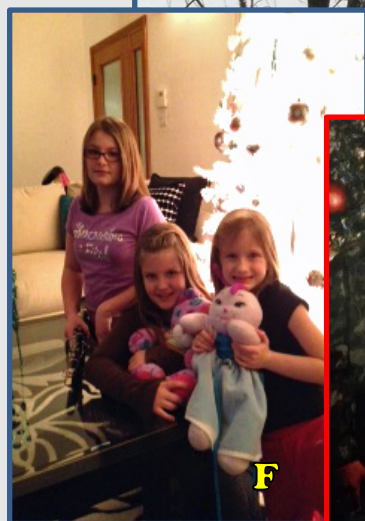
New Hires

Congrats to our summer temp Kaitlin Kinser. She impressed National Claims Services with her skills and was hired as a full time Claims Assistant this December.

Twitter

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

Holiday Photos



- A. Operations Manager, Natasha Yalovay's daughter, Katrina, her dog Lola and Katrina's boyfriend Kyle with Santa
- B. Move Manager, Tia Scott (right) and her sister Tahla with Santa
- C. Billing Technician, Rachel Iorfida and her father Vince in a flashback back from 1996 building a snowman
- D. Vice-President of Operations, Eileen Sherman's granddaughter Faith with her reindeer pancakes
- E. Technical Administrator, Angela Beusse's dog Gracey "helping" wrap presents
- F. Vice-President of Operations, Eileen Sherman's granddaughters Nora, Paige & Faith putting up the Christmas tree
- G. Move Manager, Tia Scott's children Justin, Sydney & Ryan with Santa
- H. Claims Adjuster, Jason Hoster while serving his National Guard duty.