



"Proudly Serving Military Families"

# **NATIONAL FORWARDING CO., INC.**

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: September 12, 2016

TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates

FROM: Cheryl Garamoni, Vice President Agency Services

SUBJECT: Delivering Shipments Out of Storage (SIT) and Customer Satisfaction

With peak season almost over, agents are now in the process of delivering out shipments in storage. We have a few reminders and suggestions to help get those CSS scores high!

- Our customers are advised to call us to schedule delivery out of SIT. If a customer or the base calls you to set up the delivery – please contact us immediately.
- NFC will confirm the delivery address with the customer and contact you to confirm a delivery out date. All information will be updated in DPS and a DOS notification will be emailed to you. (Please confirm information is correct.)
- Our Move Manager will contact the customer and discuss what the delivery includes, such as a full unpack and debris removal (one time placement includes kitchen items in cabinets if requested) and reassembly of all items disassembled at origin. (NTS shipments require reassembly of all items too.)
- Sometimes a DOS is scheduled far in advance. It is a good idea to call the customer the business day prior to the delivery to confirm the address and give the customer a 2-hour window of the crews' arrival. If the customer changes dates or has a different address, please call our office immediately so DPS can be updated accordingly.
- On the day of delivery, contact the customer with the crews ETA. If the crew will be delayed, the customer should be advised. (For base deliveries – the customer should be reminded there could be long delays at the gate and they may need to escort the crew to their residence.)
- Agents should remind their crews that unpacking is included and should be offered to the customer as soon as they arrive to residence. Letters of Warning were received because crews told the customer's - "it's not our job" – when the customer asked for the service.
- Crews need to make sure items are reassembled properly and should not leave the warehouse without tools and the parts box if it is listed on the inventory.
- If a customer does not want their shipment unpacked, or only a few boxes, the customer should be reminded they will have to dispose of the boxes themselves. Some agencies

arrange to have the boxes picked up later, at no charge, which is a nice way to leave a good impression.

- If items are missing or there is minor damage, contact our office immediately, so we can contact the customer.
- The delivery crew is the last human contact the customer has with his or her move and we need to make sure it is the best lasting impression they have. If the delivery goes well, make sure someone contacts our office so we can do an immediate survey with the customer.

Let me know if you have any suggestions we can pass along to other agents to secure an excellent CSS score.

CJG/ab