



"Proudly Serving Military Families"

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

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DATE: May 9, 2018  
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates  
FROM: Cheryl Garamoni, Vice President, Agency Services  
SUBJECT: Delivery out of SIT

### **TSP Requirements**

NFC will schedule the delivery out of SIT with the military customer and update DPS in a timely manner.

If you schedule a delivery, please make sure to advise us, as we need to enter the information in DPS, *prior to delivery*.

### **Agent Requirements**

Contact the customer the day before delivery with an ETA of the arrival time of the crew. At this time, you should ask the customer if they would like a full or partial unpack. Call again the morning of delivery to update the arrival time. Giving a 2-hour window to the customer is suggested.

The crew should arrive in clean company shirts and the crew leader should identify them self. They should also be prepared with the proper tools to assemble necessary items and make sure the parts box (if there is one on the inventory) is one of the first items brought into the house.

The crew leader should confirm upon arrival the full or partial unpack. If the customer decides not to have the crew unpack, the customer must sign the 1850 or 619-1 that they are waiving unpacking and debris pick up.

Anything on the HV/HR Inventory must be unpacked and checked off even if the customer waives the unpacking.

Remove all packing materials and debris from the home. The crew leader should take a final walk through the home to make sure everything is completed to the customers satisfaction. Customer should sign all documents.

Don't forget, this is the last chance we have to make a good impression with the military customer. Make sure they receive 'excellent' service!

CGJ/sc