

# MOVING *forward*

## WINTER WEATHER WATCH

**Snow, ice, blowing snow, below zero temperatures, winter storm warnings, blizzard on the way.....**

Does this sound all too familiar to you this winter? Mother Nature has really put us to the test this year with extreme cold and snow all around the country. Here in the Chicago area we are experiencing the worst winter in three decades. We have had a record of 68 inches of snow and the temperatures have dipped below zero 17 times already this season. This brings to mind some of the safety tips and alerts that we should all be mindful of in this extreme weather.

Please be aware of any approaching storms so you can plan accordingly. Calling the shipper in advance helps in planning for the packing and loading crew. Be sure to advise shippers that walkways must be clean and safe so our movers are not injured during the loading process. If you arrive at residence and it is not safe to load, call our Operations Department so we can communicate with the shipper.

If your office is going to be closed please advise all the companies you work with. Possibly change the message on your recorder alerting the caller you are closed due to extreme weather conditions. Leave an emergency cell phone number for customers to call.



Above: Director of Agency Services, Cheryl Garamoni & Vice-President of Operations, Eileen Sherman "cleaning" our parking lot of the excessive snow

Our goal is to keep all crews safe and everyone advised of any weather delays. It might take us a while to get here but our dedicated employees at National Forwarding have bravely fought the elements and have not missed a day this season. We have always been ready to service our agents and customers.

Our toll free phone number is printed on each bill of lading in case you need us. It is 888-993-6683, this line is always monitored and you can always call for assistance. Another direct phone line is 708-648-9034.

Thank you for getting thru the worst of the winter season with us. We are really looking forward to spring this year. It cannot arrive soon enough!

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"Proudly Serving Military Families"

## Partial Settlements

Perhaps the most interesting section in the new Claims Business Rules (effective July 2, 2013), is the Partial Settlements section, also known as “Horse Trading Section” (a negotiation characterized by shrewd bargaining and reciprocal concessions). This section provides for a large amount of flexibility in the terms of the settlement, as long as both parties agree. First, the TSP should make an offer for each item based on repair or replacement, but if no agreement results, things can get creative. The settlement may be one lump sum for the whole claim without specifying individual amounts, or may include paying for one item in exchange for dropping a claim for another. Claims are not black and white, and this gives us the ability to deal with some of those grey areas more effectively. While “horse trading” should be the exception and not the rule, it does give us that extra flexibility when it’s necessary to reach an agreement with the customer in a situation that’s not cut and dry.

## Do You Smell?!

Personnel going into our customer’s homes must be qualified in their assigned duties, such as packing or loading. They cannot be under the influence of alcohol or drugs, be in possession of firearms or drugs and should not use abusive language during the handling of DOD household goods. Your company representative should also present a clean, professional appearance with the name of your company on their attire.

A clean appearance also means not having a strong odor, such as cigarette smoke on clothing or jackets. Some customers have allergies or sensitivity to smells, which can upset them during the moving process.

Please review and remind your crew of DTR, Part IV, Tender of Service, B.2 before they go to the customers home to insure our customers get the best service.



## “The Military Claims Experts”

Don’t forget: if you do NTS shipments on your own, need help settling claims, or going over setoffs, we can take care of you! Go to [www.ncsclaims.com](http://www.ncsclaims.com) or call Kevin Spealman at 800.325.6889 for more information.



## National Van Lines International Part 2: Lift Van Preparation and Density

*This is part 2 in a 4 part series on International Packing and Loading.*

The interior of an overseas crate should be properly prepared by covering all surfaces (except for the floor) with water resistant materials. The floor should not be lined as any condensation that does penetrate the overseas container can run down the lining and escape through or evaporate at the floor of the liftvan. The floor should only be covered with cardboard.

When lining an overseas crate, line each wall and the ceiling, making sure to leave enough material to line the door. Two common liners are visqueen or tar paper and will be readily available through your packaging supplier. Moisture can cause mold which is the main cause of claims. By following these recommendations on interior lining, damages and possible claims may be avoided. Once the shipping container is inspected and fully prepared, you are now ready to begin loading the shipment.

Ocean rates are usually based on density, so packing more weight into a smaller space and using less packing materials actually makes more money for your agency. The more pounds of household goods you can load into each external shipping container, the better. Underlying ocean and air freight costs decrease as density increases. Charges for an international relocation are based on a combination of cube and weight, and will be provided to your agency in the per hundred weight (cwt) methodology.

Good density starts with the packing and is a key factor in both ocean freight and air freight charges. Charges for ocean and air freight are calculated based on volume or cube and not the net weight. The objective of every packing job is to protect the shipment from damage during transit. The best way to achieve this is to obtain the highest density possible. The minimum acceptable density and industry average for an international shipment is 6 lbs. of net weight per cubic foot of container space. National Van Lines rates are based the same unless noted otherwise. A reduction in density of 1.0 pound per cubic foot could result in a 15% to 20% increase in the door-to-door rate quoted. Utilize all open spaces to reduce the cube of a shipment.



After being sealed and caulked, the liftvan is ready to be banded for security and stenciled to identify: shipper name, weight, origin and destination.

**Call 800-323-1963 or 708-450-2941 for your next international quote.**

**By Land, By Sea, By Air...Anywhere!**

## Reminder... Tariff Change – Shuttle Billing Requirements

The 400NG Tariff now states that the TSP must obtain the member's signature on the pickup/delivery documentation (DD619/DD619-1) to validate the performance of the shuttle. We are able to confirm that this is being exercised by the PPSO staff in DPS ahead of payment being made. Please remind your crews of the importance of listing shuttles and all other accessorial services and bulky articles on pickup/delivery documentation accompanied with a member's signature.



### Billing Department General Inquiry Email Addresses

- Email for all Billing/Accounts Receivable inquiries: [nfcbilling@nationalvanlines.com](mailto:nfcbilling@nationalvanlines.com)

### Documentation (ONLY/Non-Inquiry) Email Address:

- OA Invoice & Supporting Documentation: [origin-docs@nationalvanlines.com](mailto:origin-docs@nationalvanlines.com)
- Hauler's Invoice & Origin/Delivery Documentation: [hauling-docs@nationalvanlines.com](mailto:hauling-docs@nationalvanlines.com)
- DA Invoice + Delivery Documentation: [storage-docs@nationalvanlines.com](mailto:storage-docs@nationalvanlines.com)
- Self-hauled Shipments use **only**: [origin-docs@nationalvanlines.com](mailto:origin-docs@nationalvanlines.com)

## Someone you should know...

We caught up with busy NFC employee **Deanna Munizza** and asked her some questions about work and what she likes to do for fun. Here is how she responded:

### Tell us about your work at National.

I've been at National for 7 ½ years. I started out in the Claims Department, doing customer service as a claims assistant. I then began working with furniture repair firms and 3<sup>rd</sup> party companies, arranging inspections for claims and accessorial services on TOPS shipments (Ah TOPS, those were the good ol'days!) When DP3 shipments and DPS came out, the change and growth that took place had determined that my talents were better suited in the Billing Department, so off I went! Now, I continue to handle all preapprovals and accessorial service requests, and additionally assist National Claims Services with claims adjudication.

### What are the challenges of your job?

All preapprovals are time-sensitive, and need to be entered with specific information for the government to review. The pre-move survey is crucial in determining what needs to be submitted for government approval. Biggest problem I see is a lack of information listed on the NFC pre-move certification form, and the failure to notify NFC in a timely manner. This results in late requests which in turn are typically denied by the government.

### What advice do you have for the agents for a smoother move?

Complete the NFC pre-move! While information and pre-approval requests may be written on the cube sheets/shipper inventory, often times it is difficult to read. The NFC pre-move certification form has a section specifically designed for all pre-approval requests. If you're not sure what items or requests qualify put it down anyway so it can be reviewed. The more information the better!

### When not at NFC, what do you like to do in your spare time?

I'm a big movie buff, so in my spare time I enjoy going to the movies. I also love to read, shoot pool, sing, dance, BBQ, throw bags, cause trouble (legally), and spend time with friends and family.





## Taking the Plunge!

Kudos to our agent **Atlantic Coast Moving & Storage** in Egg Harbor Township, New Jersey! They participated in the 14th Annual Brigantine Polar Bear Plunge on New Year's Day for charity.

The Polar Bear Plunge started about 10 years ago on a bet that John Hand would not go into the ocean on New Year's Day. He did and that laid the ground work for what would become the Polar Bear Plunge. By 2007, the Plunge became a fundraiser for the Fisher House, a facility that houses injured veteran's families during their rehabilitation.

As time passed the Plunge became larger and larger. In 2008, \$10,000 was raised; in 2009 the figure was up to \$21,000. Each year the crowds grew and so did the Fisher House contribution. This year thousands of spectators filled the 14th Street beach, watching nearly a thousand brave souls 'get wet for a vet' and The Plunge Committee was able to give the Fisher house a check for over \$74,000, including a donation of \$2500, from corporate sponsors National Forwarding & National Van Lines. Atlantic Coast owners Jack and Rose Kelly started participating in 2008, and employees Bob Ade, Brian Cunningham, John Mooney and their families take the plunge. Rose also started the tradition of dressing up in costume and now several people do so. Our own Dick Scaffa, Director of Sales and Agency Development for NVL, is also an annual attendee that jumps in that cold water too!



Dick Scaffa, Rose & Jack Kelly



Dick Scaffa presenting NFC & NVL's donation



Brave souls 'get wet for a vet'

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*The driver was very professional and informed us of his every move. Awesome communication!!*

-Rockey's Van Lines, LLC, Killeen, TX

*I am very well pleased with everything! Thank you so much, I would like to request this company again when it's time to move. Thanks!*

-Origin: Hills Van Service, Jacksonville, FL

-Hauling: National Van Lines agent, American Way, Vandalia, OH

-Destination: McCarthy Transfer, El Cajon, CA

*Our packer and mover were very professional and efficient. The packing job was done very well and nothing was even put in a position to be damaged and the mover was very helpful with getting our items in our 2<sup>nd</sup> floor apartment as well as being courteous and friendly.*

-Origin: Union Transfer & Storage, Arden, NC

-Hauling: Mid-State Moving & Storage, Clearwater, FL

*....timely delivery, good teamwork, very friendly, and had a great sense of humor.*

-Origin: Moving Depot

-Hauling: NFC Shuttle driver, Harry Kennedy



# Company News

## Happy Anniversary

February 6	Josh Kaiser	5 years	Supervisor, Move Management
February 8	Tia Scott	3 years	Move Manager
February 16	Kevin Spealman	27 years	Vice-President, Claims & Customer Service
February 19	Mike Kaiser	7 years	Programmer Analyst
February 22	Cheryl Garamoni	19 years	Director, Agency Services

## NFC Gives Back

This month NFC held a Super Bowl charity event, which included raffles for a Microsoft Surface tablet, a sound bar, and various beverages. Lunch was sponsored by a mysterious donor that included lasagna, salad, garlic bread and sweets! Employees picked the cost of their lunch at random ranging from free to \$6. All the proceeds from lunch and the raffle went directly to charity and NFC was able to raise over \$1,600, in just one week!

## Changes

After 19 years of service at National our Director of International Operations, Julie Glista, will be transitioning to a part time employee status managing quality control of International Agents.

## Twitter

Follow us on Twitter @NFC\_Inc. We provide daily updates on happenings at NFC, the DOD personal property program and more!