



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: May 25, 2018
TO: International Agents of National Van Lines & Affiliates
FROM: Jill Finnigan, Director, Sales and Operations
SUBJECT: Important Information Regarding Code 4 International Shipments

The busy summer season is here and we are seeing an increase in Letters of Warning and possible Suspensions due to Tender of Service violations.

We have received several Letters of Warning for **failure to containerize the shipment at residence**. If for any reason, due to inclement weather, or you didn't bring out enough lift vans due to an increase in the weight, or whatever the case may be, **please contact us immediately! All Code 4 shipments MUST be containerized and sealed at the residence! In addition, any date changes, weight issues, service issues of any kind...** we also need to be made aware of **at the time of service, not after the shipment has already packed and loaded**.

Please instruct your crews to telephone your agency right away with any problems or concerns and **contact us immediately so that we can advise you how to proceed. As the servicing agent, it is critical that you communicate to us any changes, issues, or concerns. We are here to help you!**

The failure to communicate is the number one reason for service failures. No matter what is going on, a quick phone call to us with any changes, or questions, however small, is the best way to mitigate problems that result in Letters of Warning and possible suspensions.

If for any reason the shipment cannot be serviced properly, or if you have ANY questions about what is required, we ask you to please call the International Department at 708-450-2941 immediately so that we can advise you accordingly.

With timely communication we can be certain to provide the best possible move experience to the service member and reduce problems for those of us servicing the shipment.

JF/sc