



# MOVING FORWARD

## CONTENTS

NEW PROTOTYPE OF DPS SYSTEM	1
DRIVER'S QUESTION	2
DBIDS - BASE ACCESS	3
ACRONYM REFERENCE	3
PPSO REGIONALIZATIONS	4
HELP IS ALL YOU NEED	4
2018 MILITARY AND INDUSTRY EVENTS	4
POSITIVE CSS COMMENTS	5
COMPANY NEWS	6

## DPS OUTAGE

TSPS WILL NOT RECEIVE ANY SHIPMENT OFFERS FROM 28 FEB TO 5 MARCH WHILE TDLs ARE BEING COMPILED FOR THE UPCOMING PEAK SEASON.

## MOVE.MIL

MOVE.MIL HAS UPDATED THEIR WEBSITE. IT IS CUSTOMER FOCUSED AND PROVIDES CRITICAL MOVE RELATED INFORMATION.



NATIONAL FORWARDING Co., INC.  
2800 ROOSEVELT RD  
BROADVIEW IL 60155  
PH: 800-722-9144

NEWSLETTERS@NATIONALFORWARDING.COM

## NEW PROTOTYPE OF DPS SYSTEM

On January 2, we were advised that USTRANSCOM is, in coordination with the Defense Digital Services (DDS) and outside contractors, building a prototype of a new Defense Personal Property System which will include an Application Program Interface (API) allowing TSPs to transmit information and documentation from TSP systems directly to DPS. This would be the long-awaited "Two Way Interface" that TSPs have been asking for.

The prototype will be a new system outside of DPS. It is scheduled to be phased in on June 1, and include anywhere from 2,000 to 8,000 shipments moving in selected regions through September 18. After that, it is expected that it will gradually roll out to new channels. Here are some bullet points regarding the prototype:

- Only domestic household goods shipments moving in and between selected GBLOCs will be included. Shipments requiring SIT will be targeted. The prototype will **not** include Volume Moves, DPM, NTS, or Local Moves.
- The GBLOCs included are JPPSO-SC, San Antonio (HAFC), JPPSO-NC, Colorado Springs (KKFA) and JPPSO-SW, San Diego (LKNQ).
- High volume channels moving between **and** in each GBLOC will be selected.
- Based upon shipment selection criteria, eligible shipments will be directed to the prototype.
- Shipments will still be booked in DPS in channels that are being selected for the prototype.
- Up to 200 TSPs will be **invited** to participate and will be divided into four quality bands based upon their BVS in the channels selected for participation.
- TSPs invited will be required to either opt in or opt out of the prototype.
- TSPs participating must meet the MPS standard, have rates on file in the selected channels, and must not have blacked out more than 50% of the dates for those channels during the period June 1, 2017 to September 30, 2017.
- Until the API is fully functional, the prototype will have a basic web interface for TSPs to use. Third-party vendors will be able to provide an interface to the API for TSPs needing such technical support.
- TSPs participating in the prototype may also continue participating in DPS.
- Shipments will be distributed to participants in the prototype independently from DPS following the same methodology.
- Blackouts will be allowed in the prototype but TSPs may not blackout the prototype and keep those same channels open in DPS.

This is just basic information on the prototype. There are a great many questions to be answered. Click [here](#) for the initial TSP Guidelines for the Personal Property Prototype. An extensive update from the AMSA can be found [here](#). Much more information will be forthcoming at the PPF scheduled for March 13 at the Four Points by Sheraton Conference Center in Fairview Heights, IL and in the weeks ahead.

## A DRIVER'S QUESTION: DO WE REALLY HAVE TO DISASSEMBLE AND REASSEMBLE CRIBS?

The short answer is YES! The government expects us to be able to disassemble and reassemble cribs. They have even used a crib as an example in the following excerpt on Preparation of Articles from the [Tender of Service](#), Appendix B, IV-B-10.2:

### 2. Preparation of Articles:

a. I understand all articles having surfaces liable to damage by scratching, marring, soiling, or chafing must be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap), or other acceptable wrapping materials. When storage of these articles is necessary, they must be afforded the same protection against damage.

b. Items of unusual nature such as, but not limited to, wall units, water beds, grandfather clocks, hot tubs, pool tables, pipe organs, plasma TVs and satellite dishes may require special service by a third party. I understand accessories requiring pre-approval (as detailed in the Appendix A, Third Party Payment System), must be entered into DPS and approved by the PPSO.

c. I agree to disassemble at the point of origin all the items of personal property that, in my judgment, require disassembly to ensure safe delivery at the destination, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles. My labor charges or third-party service for the disassembly/assembly must be reviewed by and approved by the PPSO within DPS. I also agree to utilize the services of reputable professionals with a proven track record of satisfactory performance.

(1) All nuts, bolts, screws, small hardware, and other fasteners removed from articles by the TSP in the preparation for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., "Nuts, bolts, screws for Inventory #55 – Baby Crib").

d. I understand it is the customer's responsibility to assure waterbeds are properly drained. I may refuse waterbeds not properly drained.

e. Legs or other articles removed from furniture must be properly wrapped, bundled together, and identified (i.e., dining room table legs, six each) and listed as a separate item on the inventory.

f. I am not required to remove/place property from/in an attic, crawl space or similar storage area and am not required to go into areas that:

- (1) Are not accessible by a permanent stairway (ladders are not considered a permanent stairway);
- (2) Are not adequately lighted;
- (3) Do not have a finished floor; or
- (4) Do not allow a person to stand erect.

Proper disassembly and protection is necessary to make sure all parts arrive at destination and are ready to reassemble!

Do you have a question to ask? Send it to [nfcnewsletters@nationalforwarding.com](mailto:nfcnewsletters@nationalforwarding.com) and we will answer it for you.

## DBIDS – BASE ACCESS

We recently had a proactive Quality Control Inspector in Key West contact us about base access. She sent the following information:



*Please assure driver and packing personal are authorized to access Military installations DBIDS policy is in effect for ALL military bases in Key West, Fl. Please bring packers/helpers when coming to Key West; there is only ONE local government carrier and no day labor available. Also, if the driver or workers are not US citizens, please be sure they have all necessary paperwork in hand including Residence Card and Workers Permit. Also, all packers and drivers must have NO Felonies on record. If you would like to call ahead of time with questions to minimize delays feel free to call the office at 305 293 2973. Pass and ID also has an office their main number is 305 293 2806/4480.*

DBIDS is the Defense Biometric Identification System. It increases security and communications by receiving frequent database updates on changes to personnel/credential status, law enforcement warrants, lost/stolen cards, and force protection conditions. The system provides a continuous vetting anytime the DBIDS card is scanned at an installation entry point. Effective August 15, 2017, all contractors, vendors, and suppliers must have DBIDS credential for Navy base access and there is no cost to receive this credential. This replaces the former requirement of the NCACS Card. For questions on how to obtain a DBIDS card, contact your local base visitor control center.

We are asking other PPSOs, JPPSOs or local agents to send us any updated information on base access. We will publish the information prior to the peak season. Please send it to [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).

---

## ACRONYM REFERENCE

CONUS	Continental United States	PPSO	Personal Property Shipping Office
DoD	Department of Defense	SCAC	Standard Carrier Alpha Code
DP3	Defense Personal Property Program	SIT	Storage-in-Transit
DPS	Defense Personal Property System	SMO	Storage Management Office
DTR	Defense Transportation Regulations	TO	Transportation Office/Officer
GBL	Government Bill of Lading	TOS	Tender of Service
GBLOC	Government Bill of Lading Office Code	TSP	Transportation Service Provider
JPPSO	Joint Personal Property Shipping Office	USTRANSCOM	US Transportation Command
MCO	Military Claims Office	UTC	Coordinated Universal Time
NTS	Non-Temporary Storage	J4-HB	
PCS	Permanent Change of Station	TCJ 4-H	USTRANSCOM, Personal Property Division
PPPO	Personal Property Processing Office	TCJ4-H	(formerly known as SDDC)
		TCJ4-HB	

## PPSO REGIONALIZATIONS EFFECTIVE 1 APRIL 2018

The following locations will regionalize as of 1 April 2018:

- a. JPPSO Southeast (JPPSO-SE) NAVSUP Fleet Logistics Center, Jacksonville, FL (CNNQ) will assume responsibility of the Army Logistics Readiness Center, Fort Stewart, GA (CHAT)
- b. JPPSO Mid-Atlantic (JPPSO-MA) Fort Belvoir, VA (BGAC) will assume responsibility of the Army Logistics Readiness Center, Fort Knox, KY (FAAM)
- c. PPSO NAVSUP, FLCSI, Rota Spain (UNNL) will assume responsibility of Strikfornato, Lisbon, Portugal (ULNC)
- d. JPPSO Japan, Yoksuka, Japan (QENQ) will assume responsibility of the Singapore Area from JPPSO Pearl Harbor, HI (MLNQ)

---

## HELP IS ALL YOU NEED!

Okay, maybe not ALL, but it's really important. This is just a reminder that if you are hauling a shipment that is delivering direct, it is National Forwarding Co., Inc.'s policy that you should call our agent first to line up help for delivery. If you have your own help, or have trusted help you like in the area, even better. Please line up help well in advance, too – especially in peak season.

Agents should also have a pool of quality, trusted help that have been background checked. There are many qualified companies online that can check backgrounds and our sister company National Van Lines, recommends a firm called [Peoplefacts](http://www.peoplefacts.com). They can be found online at <http://www.peoplefacts.com>.

Should you have any questions or concerns, please feel free to contact our office at 800-722-9144.




---

## 2018 MILITARY & INDUSTRY EVENTS

*Click on the meeting for more details.*

March 13	<a href="#">Virtual Navy HHG Industry Days in the Cloud (multiple days)</a>	Dial in by phone
March 13	<a href="#">Personal Property Forum</a>	Scott AFB, IL
March 19	<a href="#">JPPSO-NE 2018 TSP/Industry Meeting</a>	Southbridge, MA
March 21-22	<a href="#">IAM &amp; DOD European Workshop</a>	Mannheim, Germany
April 5-8	<a href="#">43<sup>rd</sup> Annual Dispatch Convention hosted by American Int'l Movers, Inc.</a>	Savannah, GA
April 8-10	<a href="#">AMSA Education Conference &amp; Expo</a>	Ft Lauderdale, FL
April 20-21	<a href="#">CPPC 2018 Workshop</a>	Indianapolis, IN
Oct 5-8	<a href="#">IAM 56<sup>th</sup> Annual Meeting &amp; Expo</a>	Washington D.C.

# WHAT OUR CUSTOMERS ARE SAYING

## *Positive Customer Satisfaction Survey Comments*

*My overall move was great. The packers and loaders in Biloxi were amazing, very friendly and personable. The unloading crew in Edmond were very professional and willing to do whatever it was to make sure that we were comfortable before they left. We also appreciate the one time pick up of the boxes.*

Origin & Hauler: Gollott & Sons Transfer & Storage, Gulfport, MS

Destination: City Van & Storage, Inc., Oklahoma City, OK

*Gaylord Dunlap, the driver and his crew were absolutely wonderful on both ends. He personally coordinated with me to make sure that the delivery went as smoothly as possible. If I could have this person every time I PCSed, that would be wonderful.*

Hauler: Holiday Moving & Storage, El Paso, TX under Executive Moving Systems, Woodbridge, VA

---

*Driver Recognition*

*~ Gaylord Dunlap ~*

---

*The moving crew was excellent and very understanding with having a screaming baby. I really appreciated them making sure the crib was set up for me.*

Destination: Apex Moving & Storage, Puyallup, WA

---

*NFC Move Manager Recognition*

*~ Jill Deurloo ~*

---

*Ms. Jill who I worked with was BEYOND amazing.*

*It was so nice to have personal contact information For someone who was helping throughout the whole Process from start to finish.*

Origin: Waldorf, MD

Destination: College Station, TX

*Everything was good and everyone was helpful.*

Origin: Hill Moving Services, Inc., Poulsbo, WA

Hauler: Stevens Van Lines, Saginaw, MI

Destination: Coleman Worldwide Moving, Louisville, KY

*The movers were very respectful of my time and my property and I would recommend them to the next customer.*

Origin: Doyle Moving & Storage, Colorado Springs, CO

Hauler: All Star Moving & Storage, Inc., Round Rock, TX under Stevens Van Lines

Destination: City Van & Storage, Inc., Oklahoma City, OK

# COMPANY NEWS

## HAPPY ANNIVERSARY

February 8	Tia Scott	Supervisor, Move Management	7 years
February 14	Jill Finnigan	Director, Sales & Operations	12 years
February 14	Kiyera Hall	Move Manager	1 year
February 16	Kevin Speakman	Vice President, Claims & Customer Svc	31 years
February 17	Anthony Recchia	Accountant	3 years
February 19	Michael Kaiser	Manager, IT Department	11 years
February 20	Jessica Saez	Commercial Coordinator	1 year
February 22	Cheryl Garamoni	Vice President, Agency Services	23 years

## MOVING FORWARD'S NEW LOOK

You may have noticed a change in how our newsletter looks! We are trying something new this year and hope you enjoy it. Don't worry, we will still have the same great contributors and content. As always, back issues of our newsletters can be found on our website [www.nationalforwarding.com](http://www.nationalforwarding.com). Have any questions or comments? Send them to [nfcnewsletters@nationalforwarding.com](mailto:nfcnewsletters@nationalforwarding.com).

## NFC'S TONNAGE LIST

Have you been to NFC's website [www.nationalforwarding.com](http://www.nationalforwarding.com) yet? If not, what are you waiting for!? At your fingertips is access to our tonnage list that updates every 3 minutes! Not only are you able to view NFC's available tonnage, but you can sort the list to fit your needs. For example, you include/exclude states, dates, linehaul etc. This comes in handy for sorting when you are looking for back haul on those self-haul shipments you are servicing. If you need a tutorial on the sorting features, please contact Agency Services at 800-323-9125.

