

**DOD News Briefs**

**Customer Satisfaction Scores (CSS)**

The average CSS continues to improve. The new scores by market are as follows: dHHG 84.75, iHHG 81.97, iUB 86.26. With 70% of the Best Value Score being derived from the CSS, the industry has redoubled its efforts to ensure that our military customers are fully satisfied. It is clearly paying off. The new traffic distribution lists based upon updated Customer Satisfaction Scores should be available by the end of July and form the basis for bookings beginning August 1.

**ETA/DPS Outages**

The Electronic Transportation Acquisition (ETA) is the portal through which other DOD systems are accessed. That includes DPS. When ETA went down last month, DPS was no longer accessible. We had a couple of outages and other connectivity issues which made it rather difficult for us and our military partners to conduct business. At the present time, we have relatively stable access. Hopefully, these issues are behind us.

**Drawdown of Active Duty Forces Continue**

The drawdown which we have been expecting is proceeding with over 1000 Army Captains involuntarily leaving the service. Unfortunately, many of these are officers with combat experience and who have devoted their lives to the Army. Unless the budgetary impasse is resolved, we can expect more of this going forward. See the following link to an article recently published on military.com

<http://www.military.com/daily-news/2014/06/23/army-drawdown-continues-1100-captains-to-be-cut.html>



National Forwarding Co., Inc.  
2800 Roosevelt Road  
Broadview, IL 60155

[nfcnewsletter@nationalvanlines.com](mailto:nfcnewsletter@nationalvanlines.com)  
[www.nationalforwarding.com](http://www.nationalforwarding.com)



**In This Issue**

DOD News Briefs.....1	Agent Kudos.....4
Someone You Should Know..3	International.....5
RAPIDGate.....3	Company News.....6

DOD News Briefs cont....

## **Shipment Volume this Summer**

SDDC indicates that the number of PCS moves is equal to or slightly below last year. However, some PPSO personnel who we have been in touch with have indicated that this has been an extremely difficult summer. We agree (but all summers are difficult!) and attribute any increase in difficulty to a decline in the number of qualified household goods drivers and agents, and an increase in civilian business which diverts the assets of agents and drivers from DOD business. However, we believe that the biggest factors are the concentration of so many moves in a very brief time frame along with more strict hours of service rules and base access restrictions which have combined to prevent the most efficient utilization of already scarce capacity.

## **Expiration of Short Fuse Extension**

The extension of short fuse criteria from five government business days to ten will begin expiring on July 14 until July 18 when it will be returned to five government business days. SDDC clarified that the day the shipment is offered will not be counted as the first business day. Furthermore, the ability to refuse shipments will end on July 31. Beginning August 1, we are not permitted to refuse any shipment offers.

## **Shipments Held Hostage**

SDDC reported that some shipments have been held hostage due to nonpayment on the part of the TSP. SDDC's message emphasized that federal law prohibits the placement of a lien on such HHG or baggage shipments and/or interfering with their movement. TSPs or agents holding shipments hostage face disqualification and nonuse action. SDDC further noted that TSPs must provide "responsible and reliable transportation" and that "Timely payment for agent and subcontractor services is a critical element of the TSP responsibilities."

## **New USTRANSCOM & SDDC Leadership**

On June 13, Air Force Gen. Paul J. Selva assumed command of USTRANSCOM replacing retiring Gen. William M. Fraser III. At SDDC, Brig. Gen. Susan A. Davidson (now Maj. Gen.) assumed command of SDDC replacing Maj. Gen. Thomas J. Richardson who is also retiring after more than 30 years of service.



## *Someone you should know..*

Elaine Buechel is one of our dispatchers. She is known for her excellent customer service skills and has been mentioned several times in CSS surveys. The latest was from a customer going from Alabama to Virginia. He said, "Ms. Elaine Buechel at National Van Lines has been my coordinator on two consecutive military moves. I request her help exclusively when I am notified of a new assignment. Her concern for customers and diligence in her responsibilities allows her to represent her profession and her employer in the highest manner possible. I look forward to continuing to work with her in the future." We caught up with Elaine and asked her some questions about work and play.

### **When did you start at National?**

I was hired as a Move Manager in May of 2011. I worked there for two years and in March of 2013 moved up to Operations.

### **You have been recognized for your superb customer service skills.**

#### **What is your secret?**

Truthfully, I don't even know! Whenever I get comments from service members about how helpful or nice I am, I just think of it as doing my job. I really do care about all of the moves we service and just try to make them the best.



### **What is the most challenging part about your job?**

Oh it's for sure the getting yelled at part...Whether it's the service member, agent, or base; it really is hard to not take it personal sometimes. I just remind myself that where there is bad, there is also the good. I just think of the successful shipments I've been a part of and that usually helps.

### **What's the most memorable experience you have had at National?**

One of the funniest things I've experienced here is when a crew accidentally packed a live pet turtle! I'll never forget the following day coming to work and on my chair there was a shoe box and inside of it was a toy turtle upside down. (Our claims department has a great and somewhat twisted sense of humor). Don't worry the turtle was found & ended up okay. The service member even joked about it when I followed up with him. He told me that no therapy was going to be needed, but if it was, he wanted Dr. Phil! It will forever be one of my most memorable moments here!

### **What do you like to do in your spare time/hobbies?**

Spare time, what's that?? LOL. When I do have spare time I spend it with friends & family; I also play volleyball & softball.

## ***RAPIDGate***

Per SDDC's July issue of News "U" Can Use:

In response to federal security directives, Government installations are implementing more restrictive security procedures for installation access. To maintain and improve business relations with vendors and contractors, installations are implementing the *RAPIDGate* Program to streamline access under the more restrictive security policies. We have been advised that effective September 1, Fort Drum, NY is making it mandatory to implement the *RAPIDGate* program. **To enroll** in the program follow the guidelines on the website <https://eform.rapidgate.com/Default.aspx>. Questions about the Fort Drum *RAPIDGate* program should be sent via email and addressed to [info@rapidgate.com](mailto:info@rapidgate.com) with the subject line RE: *RAPIDGate* Program.

If we hear more information on *RAPIDGate*, National will advise in future newsletters.

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*The truck driver was in contact with me through the entire process and was very friendly and helpful. He did an outstanding job and made the moving process simple and stress free.*  
Hauler: Jonathan Elsis for American Way Van & Storage, Vandalia, OH, under National Van Lines authority

*Reads was amazing. They were able to pack us in one day as opposed to the allotted two. They were very professional, efficient, and effective. The movers were great in every way and should be commended for their service. They truly made the move much less stressful.*  
Origin: Reads Moving Systems, Summerville, SC  
Hauler: Reads Moving Systems under Atlas authority



*The movers at both the origin and destination points were all very professional and timely. The origin packers were amazing! There was a very small crew and they were able to pack my things incredibly fast!*

Origin: Moving Services, Inc., Sierra Vista, AZ  
Hauler: Yucca Moving & Storage, Sierra Vista, AZ  
Destination: Coastal Moving & Storage, Columbia, SC

*The packers were very polite and professional. They were the best crew that we have had pack for us in the 8 years we have been moving with the military.*

Origin: Coastal Moving Company, Jacksonville, NC  
Hauler: Bell Moving & Storage, Cincinnati, OH under Wheaton authority



NVOCC

Packing

Warehousing

Customs  
Clearance

Transportation

Storage

[www.worldrelocations.com](http://www.worldrelocations.com)

- Excellent representation in every major marketplace through our network of professional agents
- Providing the highest quality, most complete and competitive International relocation services
- One call, one international carrier, one carefully coordinated move

*info@worldrelocations.com*

International Division  
2800 Roosevelt Rd  
Broadview, IL 60155

(708) 450-2941 - Direct  
(800) 323-1963 - Toll Free  
(708) 450-1273 - Fax

# COMPANY NEWS

## **Happy Anniversary**

July 2      Akira Williams      15 years      Claims Assistant

## **New Hires**

July 9      Tammy Montgomery      Claims Adjuster

## **NFC Gives Back**

Following the success of our start of the summer fundraising for Honor Flight, we have raised an additional \$516 from our snack table. This brings our fundraising efforts for Honor Flight at about \$4000 and we still have another event to go! We will keep you posted on the total raised and how many vets we sent to Washington DC.

## **Twitter**

Follow us on Twitter @NFC\_Inc.  
We provide daily tweets on happenings at NFC, the DOD Personal Property Program, SDDC and more!

