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FUEL SURCHARGE

ON FEBRUARY 3, 2020, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$2.956.

TARIFF	02/15/2020 - 03/14/2020
NVL100	7%
GSA-01	FORMULA BASED
D19/400NG	4%



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Refusal Policy Fuels Better Peak Season

2020 Peak Season is on the horizon, and we look to reflect on the trials and tribulations of 2019, to discover where we can make improvements for this year. 2019 came with a great deal of change implemented by USTC, and we are confident that, like all of us, USTC is also reflecting in preparation for this year. Internally, we found the Refusal Policy of 2019 Peak Season to have the most positive impact on our customers with increased volume handled AND with improved CSS average.

USTC Announces Raise in CSS

USTC recently announced a 2.07 point CSS score average increase during the period of 11/1/18 – 10/31/19 in comparison to 8/1/18 – 7/31/19. As 2019 peak season surveys came in, the average score increased to 91.56, the highest average on record in the DP3 Program.

NFC Analyzes our Shipment Data

National Forwarding Co., Inc. has also analyzed the data from the shipments we handled. NFC saw a 14.85% volume increase in 2019 Peak Season compared to 2018, and we attribute this to the reduced number of wide-ranging blackouts. When agents advised us of blackouts, we were able to pinpoint specific areas where capacity no longer existed, and only blackout that particular date and area because of the ability to refuse a shipment. Prior to 2019, we had been forced to enter blackouts much more aggressively, resulting in fewer shipment opportunities.



Continued from page 1

Along with the volume increase, we also internally witnessed a 3.61 point rise in our average CSS score for Peak Season. We were not forced to take a shipment that would be difficult to service with the previously booked shipments. In turn, this alleviated the pressure and allowed for greater efficiencies to be recognized internally and externally. There wasn't a scramble to find coverage, most times squeezing a square peg into a round hole. Our office was able to provide better customer service and dedicate more time to each move. Additionally, our agents were not being stretched thin to provide service, which can lead to a low-quality move.

Recognizing the Challenges in the Refusal Process

We recognize the challenges refusals posed on the JPPSOs/PPSOs and want to work together to find a better way assist them this coming Peak Season. Some of the factors include poor shipment visibility after returning to the award queue, and shipment blackouts being inappropriately managed by TSPs. With minor refinement and communication with the services, we feel that we can overcome these obstacles if we start working on it now.

A Common Goal

In the end, JPPSOs/PPSOs and TSPs have the same goal – to assist each and every service member whose move is our responsibility, and to provide the best service possible. Peak Seasons always will push us to meet the DoD's demand. Enduring stress to help the people defending our great country is a small price to pay, and it is proven that refusals help the service providers complete this mission with higher CSS scores.



2020 Military & Industry Events

March 4	JPPSO – South Central Industry Meeting	San Antonio, TX
March 15-17	AMSA's Annual Conference & Expo	Orlando, FL
March 31 – 1	Personal Property Forum	Fairview Heights, IL
April 2-4	45th Annual Dispatchers Convention	Austin, TX
April 7	JPPSO-North East Industry Meeting	Bedford, MA
April 17 & 18	Claims Prevention & Procedure Council Workshop	St Louis, MO
April 21 & 22	JPPSO-North Central Industry Meeting	Colorado Springs, CO
April 23	JPPSO-North West Industry Meeting	JBLM, WA
April 28-29	USTC Europe*	Kaiserslautern, Germany
October 5-8	NDTA Fall Meeting	St. Louis, MO
October 9-10	Claims Prevention & Procedure Council Workshop	Las Vegas, NV
October 21-24	IAM's 58th Annual Meeting & Expo	San Diego, CA

*These dates are subject to change; at the publication of this newsletter no formal announcement has been made.

Hazardous and Costly Situations

Should your crews come across any type of mold/mildew, water damage and/or infestations of any kind, please cease all packing and loading immediately – and call our office at 800-325-6889 directly for assistance. Cross contamination of a trailer, warehouse or another service member's items is **HAZARDOUS AND VERY COSTLY**. Every mold/water damage/infestation claim we can avoid is a small victory for all parties involved.

Below, please find a few helpful tips on a shipment when an unusual, hazardous situation is occurring on an international shipment. Please note, these general rules apply to all DoD, DoS and GSA shipments:

Origin Agent

- **NEVER** pack or load any part of a shipment where mold/mildew/water damage/infestation is present. **Contact our Claims Department immediately at 800-325-6889**. If you cannot reach us, please contact our emergency number at 888-993-6683.
- Inspect for these situations on shipments that have been in storage, especially if the shipment or warehouse smells musty. This also applies to a residence – especially in damper areas such as basements, garages and crawl spaces.
- Once an item is packed or loaded that has one of these issues, it immediately becomes our responsibility to handle. Even if exceptions have been taken against the shipment, the cost of mitigation is the duty of the TSP regardless of where the situation first developed. Please make sure to stop and call us for guidance **before** the item(s) are packed and/or loaded. If the call is made after the fact, we're already likely too late to prevent a costly mitigation.

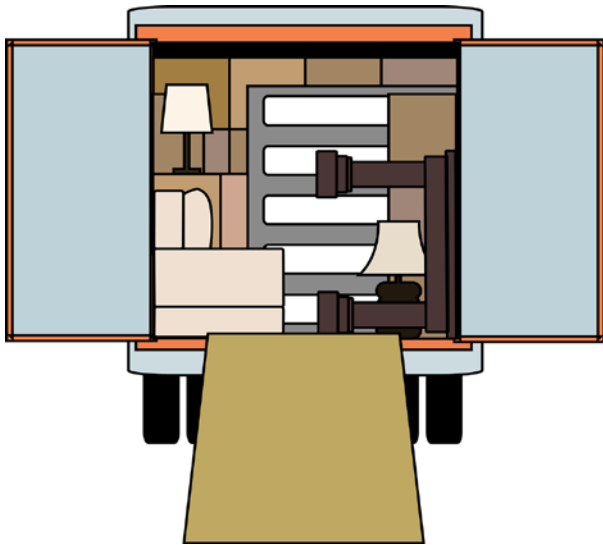
Destination Agent

- If you receive a shipment into SIT that shows signs of one of these situations, **contact our Claims Department immediately at 800-325-6889**. If you cannot reach us call our emergency number at 888-993-6683. Stop immediately and ensure the shipment is secure. We will advise on how to move forward.
- If a moldy/wet/contaminated/infested shipment is accepted into SIT, and we were not notified, the receiving agent (destination agent) may be held liable for mitigation regardless of the rider notes.
- If the shipment shows any signs of the situations noted above, **do not deliver the items to the member's home!** If we deliver items that are affected in such a way, we will be liable for any cleaning or mitigation services to the member's residence and property – which does not count towards our maximum liability.

Should you have any questions or concerns, please contact our Claims Department at 800-325-6889 and/or NCS@NCSClaims.com

Uncrating vs. Unpacking

As a reminder, the delivering agent/driver is responsible to uncrate all crated items at the time of delivery, regardless if a 3rd party was used for crating at origin. This applies to NTS shipments as well, and all crates are to be left with the service member to be used for future moves. Billable item code for uncrating is 105E, and is paid per the tariff rate. Shipments in which the member retained crates from a previous move, uncrating would then be labor-based; billable item code 120A. All uncrating requests are subject to government approval. In order for NFC to appropriately bill the government, delivering agent must note the item(s) and crate size (LxWxH), or if labor-based must note the item(s) and # of men/hours utilized, on the 619.



Uncrating and unpacking are two separate services and it is stated in both the [400NG Tariff](#) and [Defense Transportation Regulation \(DTR\)](#) that the service member is entitled to these services unless specifically waived. While a member may waive the unpacking service, that does not constitute waiving uncrating. Should a member decide they do not want an agent to perform uncrating, it needs to be documented on the 619 or the Loss/Damage at Delivery form and signed by the member. By doing this it releases the delivering agent's responsibility to perform the uncrating service. Uncrating would then be the responsibility of the member. If an agent fails to uncrate at delivery and does not have the appropriate documentation that service was waived this may result in a chargeback, should NFC have to utilize a 3rd party service company to perform the uncrating.

If you have any questions, please contact our Pre Approvals Department at 800-722-9144 or preapprovals@nationalforwarding.com.

Military Rule Changes for 2020

Beginning 15 May 2020, new rules go into effect for the [Tender of Service](#), [400NG](#), and [Claims Liability Business Rules](#). The NFC emailed a memo on 4 February 2020, containing a summary of the most impactful changes to agents. While this is not an all-inclusive listing of changes, we hope that it provides some important information. In addition, we encourage you to review each document in its entirety.

The summary can also be found on our website www.nationalforwarding.com. Remember to refer to the DoD website <https://move.mil/sme> for updates on the Program. Please feel free to contact our office at 800-323-9125 or email agencyervices@nationalforwarding.com if you should have any questions.



NVL Convention

We are proud to advise of the following NFC agent awards

CUSTOMER SERVICE EXCELLENCE PLATINUM OVER 100 SURVEYS COMPLETED

FIRST Trans-World Moving Systems, Anchorage, AK
McCarthy Transfer and Storage, El Cajon, CA
Piedmont Van and Storage, Fayetteville, NC
Shur-Way Moving and Cartage, Libertyville, IL
Hill Moving Services, Poulsbo, WA

GOLD 51-100 SURVEYS COMPLETED

FIRST Central Transportation Systems, Killeen, TX
Cannon Moving & Storage, Inc.
Barstow Transfer & Storage, Barstow, CA
Gollott & Sons Transfer & Storage, Inc., Gulfport, MS
Allstate Van & Storage, Oceanside, CA

SILVER 25-50 SURVEYS COMPLETED

FIRST Ackley Moving Services, Poway, CA
Thompson Moving & Storage, Inc., Clarksville, TN
Speedwell Transportation Inc., Lancaster, CA
Finkbiner Transfer & Storage, Springfield, MO
Southern Cal Moving and Storage, Corona, CA

CLAIM PREVENTION

PLATINUM OVER 100 SHIPMENTS

FIRST J. Barber Moving & Storage, Inc., Fredericksburg, VA
SECOND Coastal Moving Co., Jacksonville, NC
THIRD Piedmont Van and Storage, Fayetteville, NC

GOLD 50-100 SHIPMENTS

FIRST Cannon Moving & Storage, Lemoore, CA
SECOND Woodland Moving and Whse., West Hartford, CT
THIRD Cornerstone Moving & Storage, Fredericksburg, VA

ADMINISTRATIVE EXCELLENCE

FIRST Ciceros' Moving & Storage, Macon, GA
SECOND Commonwealth Moving and Storage, Norfolk, VA
THIRD Gilmore Moving & Storage, Fort Walton Beach, FL

NATIONAL VAN LINES, INTERNATIONAL DIVISION

SERVICE EXCELLENCE

DOD CONUS National City Transfer, National City, CA
DOD OCONUS Ahjin Transportation Co. LTD, Seoul, Korea

SALES ACHIEVEMENT

USA J. Barber Moving & Storage, Fredericksburg, VA
Overseas Adams Express, Norway



Aimee & Thomas McCarthy
McCarthy Transfer and Storage, El Cajon, CA



Doug Brzezinski
Shur-Way Moving & Cartage, Libertyville, IL



Janis & Mike Hill
Hill Moving Services Inc., Poulsbo, WA



Cherie Edwards
Finkbiner Transfer & Storage, Springfield, MO

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

The service was wonderful. The crew on both side[s] did great and he hopes they get more contracts.

Origin & hauler: Perry Moving Services LLC, Hanover, MD

Everyone did an outstanding job and was very courteous and true professionals in all facets of the move from pickup to delivery.

Origin & hauler: Allstate Moving Systems, Ventura CA

They were absolutely amazing. I have no bad remarks

Origin & hauler: Stewart Moving & Storage, Midlothian, VA

The folks from the national move management center, as well as my DMO office at Cherry Point, as well as the physical movers, were the most professional and helpful people I've had in my military career. If it wasn't for them, and everything they did to move me as quickly as they did, it would have affected my family. I wanna thank everyone involved to them all, they were fantastic.

Origin & hauler: Bekins Moving Solutions, Goldsboro, NC

This was one of the best moves we've had in my Army career. Having the packers and movers from the same company was fantastic and ensured a smooth hand off between the two. The packers packed everything carefully and were very responsive to any concerns that we had. Great packing job, as we had no damages or issues once we unpacked our goods. The movers were also great. They packed the trucked carefully and quickly. They were also very flexible and were able to support a "door to door" move for us. Would highly recommend this moving company to others.

Origin & hauler: Finkbiner Transfer & Storage, under Atlas Van Lines authority

I want to extend a big Thank you to the Team at Speedwell Transportation, Lancaster, CA under the direction of Lee. The packers, L, Patrick, and Josh did an exceptional job packing, handling, and boxing my household items. Additionally thank you to Lee for keeping open lines of communication and for stopping over to check up on the team while they were performing their duties.

Also, I'd like to commend Roy with A-Best Movers under Shur-Way for his exceptional leadership skills in keeping open communications with both my husband and I during and after our household goods were shipped. He communicated with us along the way through the post-shipment, shipment, delivery, and post-delivery. Additionally Roy was very proactive communicating his expectations, operations, and teams expectations prior to the pickup of my HHGs, during shipment, and upon delivery. Furthermore, when our parts box went missing Roy was proactive in working directly with his leadership/company to find our box and ensure it was delivered to us prior to the Christmas holiday. Roy also ensured he had the best equipment and team to perform the pickup/handling/movement of my HHGs. Thanks again to him for his good attitude, patience, communication, and leadership skills to get the job done. Gold star to you Roy!

Origin: Speedwell Transportation, Lancaster, CA

Hauler: A Best Movers, Inc., Libertyville, IL

COMPANY PROMOTIONS

TIM HELENTHAL NAMED CEO & CHAIRMAN OF NATIONAL VAN LINES

Long-time National Van Lines executive Tim Helenthal has assumed the company's top leadership role.

Effective Jan. 1, Tim is CEO & Chairman of National Holding Co., the parent company of National Van Lines and National Forwarding Co.

His rise from President & COO is the culmination of a multi-year succession plan announced in 2013. He replaces Maureen Beal, who assumed the helm as CEO & Chairman in 1993 and whose grandfather started National Van Lines in 1929. Maureen retired Dec. 31.

Tim's previous titles include Vice President of Agency Services and Manager of the Total Quality Assurance Program, both while employed at National Forwarding Co.



TIM HELENTHAL

"This is a pivotal period in the moving-and-storage industry," Tim said. "We're confronting a nationwide driver shortage while technology is moving us toward driverless vehicles. At the same time, human capital is a tremendously important part of the business--and will remain so indefinitely. We're also facing challenges with corporations instituting remote-work policies that allow employees to stay put and not hire cross-country movers."

Tim's scope extends beyond NVL's corporate boundaries. He was the International Association of Movers' Vice-Chairman before his 2017 election to Chairman and two subsequent re-elections. He's on the Board of Directors for the American Moving & Storage Association and serves on that organization's Government Traffic Committee. In the military sector, Tim serves on the newly formed Personal Property Executive Working Group created by the United States Transportation Command.

"The biggest differentiator between us and our competition is that we truly operate on the basis of small-company values with big-company resources," Tim said. "I know our drivers on a first-name basis. If folks want to get in touch with me, they can. My door's always open.

"I'm extremely collaborative. I want folks' ideas," he explained. "At National Van Lines, we give people a great opportunity to think on their own and not have a top-down, 'this is the only way things are going to work' approach."

NFC EMPLOYEE PROMOTIONS

We are proud to announce the following NFC employee promotions.

Agency Services

Steve Caruso

Manager, Agency Services

Claims

Brad Hides

Senior Claims Adjuster

Laurie Johnson

Senior Claims Adjuster



COMPANY NEWS

HAPPY ANNIVERSARY

January 4	Pooja Chavda	Claims Assistant	3 years
January 5	Jim Rostis	Vice President, IT	26 years
January 6	Deborah Marciniac	Manager, Move Management	6 years
January 10	Steve Caruso	Manager, Agency Services	3 years
January 11	Dawn Jurkovich	Claims Adjuster	8 years
January 11	Jana Domagala	Claims Adjuster	8 years
January 19	Laurie Johnson	Senior Claims Adjuster	4 years
January 19	Kristi Tablerion	Claims Adjuster	4 years
January 26	Kevin Anda	DPS Systems Manager	11 years
January 29	Michael Wilson	President	13 years
January 29	Antoinetta Meisel	Move Manager	2 years
January 30	Michael Czarnecki	Director, Claims & Customer Service	8 years
February 6	Kostandin Kamencia	Dispatcher	1 year
February 14	Jill Finnigan	Vice President, Operations, International Division	14 years
February 16	Kevin Spealman	Special Assistant to the President	33 years
February 17	Judy Flannigan	Billing Technician	2 years
February 19	Michael Kaiser	Manager, IT Department	13 years
February 20	Jessica Santiago	Commercial Coordinator	3 years
February 22	Cheryl Garamoni	Vice President, Agency Services	25 years
February 26	Laurel Smith	International Military Coordinator	2 years

MARCH 2020 FIXED POWERTRACK FEE

The Department of Defense (DoD) recently awarded U.S. Bank Freight Payment a new third-party payment system (TPPS) contract that will go into effect on March 1, 2020. Under this contract the carrier fee will now be fixed at 1.63% effective March 1, 2020 through June 30, 2025. This change is applicable to all Government carriers and transportation service providers (TSPs) providing transportation services for any Government agency. The fixed rate of 1.63% will replace the current Tier 1 fee which fluctuates with the Prime Interest Rate.

As in the past, we will assess this change to all future shipments billed that are picked up on or after 2/15/20, and on all SIT and supplemental invoices billed on or after 3/1/20.

