

# MOVING *forward*

## 2015 NVL Convention Issue

National Forwarding Co., Inc. was proud to participate in the 2015 National Van Lines Convention held in Hilton Head, SC. It was a beautiful location for us to celebrate a great year for both National Van Lines, Inc. and National Forwarding Co., Inc. with our agents.

The convention got off to a great start with our traditional golf outing held at the George Fazio Golf Course. It is the only par 70 golf course and the final four holes are considered to be the toughest on the island. Luckily, we were playing best ball!

Following the golf outing, National Forwarding Co., Inc. again had the honor of hosting the opening night cocktail party. It was held just steps away from the beach and was followed by a bonfire where everyone had an opportunity to listen to stories and roast s'mores over the fire.

The opening general session featured the keynote address given by Maureen Beal, Chairman and CEO of National Van Lines followed by Tim Helenthal, NVL President and COO. The opening general session finished up with a presentation by Scott Christopher, an author and motivational speaker discussing how humor, levity and being a genuine "people person" enriches the lives of everyone, including our customers.

We were honored to have the Presidents of our two industry associations present at the convention. That is Scott Michael, President and CEO of the American Moving & Storage Association and Terry Head, President and CEO of the International Association of Movers. Their participation in a panel discussion provided insights which enlightened all in attendance.

On the last day of the convention, NFC held a three-hour workshop covering all aspects of the DOD Personal Property Program from customer satisfaction score management, to billing and claims issues, to an overview of current DOD initiatives.

Finally, the highlight of the convention was the closing banquet and awards presentation. NFC led off the awards presentation with our highest awards, Customer Service Excellence, to the agents that have been most instrumental in the success of our company. We are thankful to work with such an outstanding group of agents.

All of us at NFC want to wish you a Happy Thanksgiving!  
....and remember to thank your military customers for their service to our country.

Sincerely,

*Pat Johnson*  
President



NFC Staff at the Gala Awards Dinner

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# NFC Agent Awards

## **CUSTOMER SERVICE EXCELLENCE**

### **PLATINUM OVER 100 SURVEYS COMPLETED**

FIRST Piedmont Van & Storage Co., Fayetteville, NC  
Thompson Moving & Storage, Inc., Clarksville, TN  
City Moving & Storage Co., Inc. Lawton, OK  
State Moving & Storage, Fayetteville, NC  
The Inland Sea, Inc., El Paso, TX

### **GOLD 51-100 SURVEYS COMPLETED**

FIRST Trans-World Moving Systems, Anchorage, AK  
Berry Van Lines, Inc., Dover, DE  
Ralph Cummings Moving & Storage, Dayton, OH  
Barstow Transfer & Storage, Barstow, CA  
Guardian Storage, Inc., Pensacola, FL

### **SILVER 25-50 SURVEYS COMPLETED**

FIRST Joe Bonnie & Son Moving & Storage, Delray Beach, FL  
Cannon Moving & Storage, Lemoore, CA  
Meelheim's Transfer & Storage, South Toms River, NJ  
Foster Van Lines, Inc., Richmond, CA  
Woodland Moving & Warehouse, West Hartford, CT

## **CLAIM PREVENTION**

### **PLATINUM OVER 100 SHIPMENTS**

FIRST Gilmore Moving & Storage, Ft. Walton Beach, FL  
SECOND Allstate Moving Systems, Poway CA  
THIRD Ciceros' Moving & Storage, Macon, GA

### **GOLD 50-100 SHIPMENTS**

FIRST A-1 Pioneer Moving & Storage, Salt Lake City, UT  
SECOND Downey Moving & Storage, Conway, AR  
THIRD Coastal Moving & Storage, Savannah, GA

## **ADMINISTRATIVE EXCELLENCE**

FIRST Commonwealth Moving & Storage, Norfolk, VA  
SECOND Shur-way Moving & Cartage, Libertyville, IL  
THIRD Gollott & Sons Transfer & Storage, Gulfport, MS

## **INTERNATIONAL DIVISION**

### **SERVICE EXCELLENCE**

DOD CONUS Piedmont Van & Storage, Fayetteville, NC  
DOD OCONUS Ahjin Transportation, Seoul, Korea

### **SALES ACHIEVEMENT**

USA J. Barber Moving & Storage, Fredericksburg, VA  
Overseas P.R. Packers, Puerto Rico

## Award Photos

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### CUSTOMER SERVICE EXCELLENCE – PLATINUM

Thompson Moving & Storage, Inc., Clarksville, TN  
Cheryl & Ricky Thomas

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### CUSTOMER SERVICE EXCELLENCE – GOLD

Trans-World Moving Systems, Anchorage, AK  
Chuck Rosenberg

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### CUSTOMER SERVICE EXCELLENCE – GOLD

Guardian Storage, Inc., Pensacola, FL  
Lee & Donna Haul

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### CUSTOMER SERVICE EXCELLENCE – SILVER

Joe Bonnie & Son Moving & Storage, Delray Beach, FL  
Janis & Joe Bonnie, Theresa Bonnie, Cat & Jason (Luke) Steigerwald

## Award Photos



### CLAIM PREVENTION - PLATINUM 1<sup>st</sup>

Gilmore Moving & Storage, Ft. Walton Beach, FL  
Mike Gilmore



### CLAIM PREVENTION - PLATINUM 3<sup>rd</sup>

Ciceros' Moving & Storage, Macon, GA  
Bruce & Lisa Riggins



### CLAIM PREVENTION – GOLD 3<sup>RD</sup>

Coastal Moving & Storage, Savannah, GA  
Kevin Arpin



### ADMINISTRATIVE EXCELLENCE – 1<sup>ST</sup>

Commonwealth Moving Companies, Norfolk, VA  
Bob Moers



### ADMINISTRATIVE EXCELLENCE – 2<sup>nd</sup>

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



### ADMINISTRATIVE EXCELLENCE – 3<sup>RD</sup>

Gollott & Sons Transfer & Storage, Gulfport, MS  
Gary Gollott

## Award Photos

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### INTERNATIONAL SERVICE EXCELLENCE – DOD OCONUS

Ahjin Transportation, Seoul, Korea  
Chisong Yim

*Jill Finnigan (left) & Susan Staszewski (right) presented the award to Ahjin Transportation at the 53<sup>rd</sup> Annual IAM Conference held in San Diego, CA.*

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### INTERNATIONAL SALES ACHIEVEMENT – OVERSEAS

P.R. Packers, Puerto Rico  
Sonia Velez, Liza & Alcides Algarin

*Jill Finnigan (left) & Susan Staszewski (right) presented the award to P.R. Packers at the 53<sup>rd</sup> Annual IAM Conference held in San Diego, CA.*

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### INTERNATIONAL SALES ACHIEVEMENT – USA

J. Barber Moving & Storage, Fredericksburg, VA  
Kristel & Jeff Barber, Charlie Blauvelt

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# Convention Candids



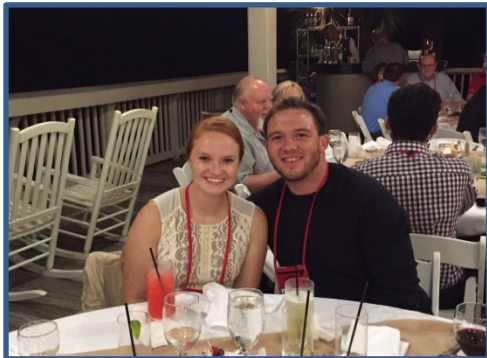
**Patty Farmer, NFC & Xenia Moers,  
Commonwealth Moving Companies, Norfolk, VA**



**Maureen Beal, Chairman & CEO of NVL &  
Wyland, Environmental Artist**



**Cheryl & Jim Simpson,  
All Around Moving, Romulus, MI**



**Jenna Pratt & Jalen Hampton,  
Moving Services, Inc., Tucson, AZ**



**Howard & Christen Moore  
AAA Moving & Storage, Enterprise, AL**



**Tim Helenthal, NVL President and COO,  
and his wife Danielle Helenthal**



**Pam Johnson, Bill Konkol, Natasha Yalovay  
National staff**



**Ed Graves & son Alex,  
Quality Services Moving, Lorton VA**



**Jarrett & Melinda Newport, Jimmy & Tonya Day,  
Bobby Van,  
American Way Van & Storage, Inc., Vandalia, OH**

## Southern Nevada Movers, Las Vegas, NV

Mr. Eric Crockett distinguished himself with earning the Commander's Recognition Award by his outstanding application of Tender of Service requirements in the packing and safe handling of personal property shipments tendered to Southern Nevada Movers. With his reputation for being one of the best packers in the Las Vegas industry, he was requested by one of our Senior Military Leaders to pack his personal property shipment to Virginia. Mr. Crockett consistently displays a high degree of professionalism and customer service on a daily basis.



**From left:** Mr. Honolito, Director 99<sup>th</sup> LRS Logistics' Manager; Mr. John Albonetti, TMO; Mr. Eric Crockett, Southern Nevada Movers; LTC Matthew Berridge 99<sup>th</sup> LRS Commander.



LTC Berridge presented Mr. Crockett the Commander's Coin for Excellence.

Agent Kudos

## Cannon Moving & Storage, Lemoore, CA

*The following was a letter Cannon Moving & Storage, received regarding a recent military move.*

To whom it may concern,

Although it is a little late, I would like to express my appreciation and thanks to your employees, Jerry and Rodney, for their professionalism and service during our move July 13<sup>th</sup>-15<sup>th</sup> of this year. They were very personable and my wife and I felt that they were caring for our belongings as if they were our own. In fact, we had no damage to our packaged goods when we arrived in Virginia.

Since they mentioned they collect unit patches, I have included a patch for each of them from my former command, the Search and Rescue unit at NAS Lemoore. I know it is a very small token but I hope that they are able to be rewarded by your company's own procedures because of this positive feedback. I have also responded to the DoD's post PCS surveys appropriately. We interacted with only a few employees of your company, but were impressed with all of them. Thank you for your excellent customer service.

Very Respectfully,  
Nathan R.

## Company News

### Happy Anniversary

November 7 Susan Staszewski

Vice-President, International Division

26 years

November 17 Jackie Grzyb

Move Coordinator, International Division

1 year

### Holiday Hours

National Forwarding Co., Inc. will observe the following for the Thanksgiving Holiday:

Thursday, November 26<sup>th</sup>

Closed

Friday, November 27<sup>th</sup>

Open until noon - limited staffing

Saturday, November 28<sup>th</sup>

Closed

For after-hours emergencies, contact operations at 888-993-6683 or email at [nfcooperations@nationalforwarding.com](mailto:nfcooperations@nationalforwarding.com). Also note: the bases are open on Friday, November 27<sup>th</sup> as this is NOT a federal holiday.

### A Brief History of Thanksgiving

The event that Americans commonly call the "First Thanksgiving" was celebrated by the Pilgrims after their first harvest in the New World in 1621. It has been celebrated as a federal holiday every year since 1863, when, during the Civil War, President Abraham Lincoln proclaimed a national Day of "Thanksgiving and Praise to our beneficent Father who dwelleth in the Heavens", to be celebrated the last Thursday in November. It is considered the start of the "holiday season" for Americans, and includes celebrations of religious holidays and the New Year.

Source: [www.wikipedia.org](http://www.wikipedia.org)

