

Moving Forward

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National Forwarding Co., Inc.
2800 Roosevelt Road
Broadview, IL 60155
Ph: 800-722-9144



SDDC PEAK SEASON MESSAGE AND BLACKOUT FUNCTIONALITY

SDDC issued their standard 2015 peak season message on 25 March. Except for the fact that we can no longer refuse shipments during this peak season and the short fuse window not being expanded, the message is quite similar to the message issued in previous years. Here are the highlights and things to keep in mind for this peak season. [Please read it in full.](#)

- Since TSPs cannot refuse shipments, they are encouraged to fully utilize the blackout capability in DPS in order to prevent the award of shipments which cannot be serviced.
- In order to be effective, blackouts must include pack dates, not just the pickup date. If the shipment is offered with a pack date that is not covered by a blackout, we must accept the shipment. For example, if you want us to enter blackout dates beginning June 26, and a shipment is assigned with pack dates on June 24th and 25th and with a pickup on June 26, we cannot refuse the shipment. Please bear this in mind when you advise as to your blackout dates. See the recent SDDC Advisory regarding [blackouts](#).
- TSPs will be suspended for shipment refusals, but it will be reduced to a "21-day market-BLOC" (BL Office Code, formerly GBLOC) suspension instead of the usual 30 days. This means a suspension from the area of responsibility of the PPSO for the market in question. PPSOs are reminded that TSPs can also be suspended based upon the channel and code of service. In other words, a suspension from the origin rate area to the destination region is possible at the discretion of the PPSO. Also, suspensions will be imposed immediately, and not held to the end of the peak season. PPSOs are reminded that they should consider the "TSP's overall shipment acceptance/refusals/blackouts."
- If shipments are turned back, the TSP will be immediately suspended for 30 days from the BLOC.
- If a TSP is suspended, shipments previously awarded may or may not be pulled back at the PPSO's discretion.



Blackout Functionality....continued

- SIT at origin may be approved if requested prior to the pickup date and if there is no delivery address or SIT is known to be needed.
- Weekly conference calls will be held with industry to assess the progress of this peak season and determine if further adjustments are needed.
- Customers are reminded to create their shipment in DPS as soon as possible and that their service dates will not be confirmed until there is a pre-move survey and we finalize the RDD.
- SDDC is again encouraging use of Code 2 service. They are suggesting that it be limited to shipments weighing 7000 pounds or less, without a direct delivery address, and traveling a longer distance, 800 miles or more.
- The Volume Move Program may be utilized.
- PPSOs were reminded to monitor the TSP's updating of shipment status in DPS. TSPs must "arrive" a shipment in DPS when it arrives at destination and enter a "first available delivery date". We are reminded to coordinate arrival of the shipment with the customer. If we do so, SIT will be authorized if the customer is unable to take delivery on the first available delivery date. For Code D shipments, that is the arrival of the driver. For Code 2 shipments, that is the date on which the destination agent advises that they can deliver the shipment.
- The TSP can utilize any DOD approved SIT warehouse, but SDDC included the notation that it is subject to PPSO approval.
- The following factors need to be kept in mind so we can provide a high quality of service.
 - Hire and train crews for the summer rush.
 - Provide hauling support, especially in a short haul radius – 700 miles.
 - We need to maintain open lines of communication to ensure that we only accept shipments that can be serviced. We need prompt notification of the dates on which you are blacked out.
 - Pre-move surveys are still of primary importance. We need accurate weights and early notification of any specialized services that may be required and for which authorization is needed.
 - If you are in a position to provide Code 2 service, please advise. We can containerize Code D shipments as well.
 - Stay in touch with your PPSO with regard to your capacity. We will work with you and your PPSO to cover shipments which you can handle despite the fact that we may have a blackout in place.

All of us here at National Forwarding Co., Inc. want to thank our agents and haulers for your continuous hard work. In addition, we extend our thanks to the PPSO staff for being the front lines of communication on behalf of our customers. Providing a quality moving service to our men and women in uniform begins with all of you. We understand the difficult nature of your work and we appreciate your efforts.

Making a Great First Impression

You only have one chance to make a good "First Impression." Let's review the basics for making not only a good but a **great** First Impression.

- Have your van equipped with all needed materials including tools, all packing supplies, floor coverings and any materials needed to protect walls and doors.
- Have the leader of the crew introduce himself as the "go to person" for the move. He can answer any questions and address any problems the customer may have.
- Be clean and in uniform.
- Be prepared; have enough cold drinks and food to make it through the day.
- Do not expect or ask the customer to feed you and the crew.
- If you see problems correct them ASAP but do not correct your worker in front of the customer. Keep it professional at all times.
- Use a parts box.
- Do not pack liquids or flammables. (No gas tanks)
- Do a thorough walk through including checking all cabinets and closets.

Your service and conduct sets the tone for the move. Creating a great First Impression keeps the customer at ease during the moving process. It is our duty to make sure the men and women of our Armed Forces are properly taken care of and it's the least we can do for their service to our country.

International News The Basics of Estimating

The biggest difference between domestic and international pricing is **SPACE** vs. **WEIGHT**. It is the amount of space and not the weight that has the greatest impact on an international shipment. To win international business you will want your salesperson to provide the highest density, lowest cost estimate to the transferee. The cost difference between a 20' and a 40' container is significant, just as 2 lift-vans is double the cost of 1 lift-van, etc...

Some useful tips:

- Use "natural containers" whenever possible.
- Use more small and medium cartons to increase density.
- Use paper pads and bubble wrap.
- Use dish packs with the cells.
- Use lay down wardrobes.
- Make sure of any special permits needed for placement of a steamship container near the residence.



An accurate estimate is extremely important. You do not want to go back to the customer with costs far exceeding the estimate. Train your sales-people to know the differences between a domestic and international shipment.

If you are ready to create a strong partnership with a company that cares about Moving Memories, By Land, By Sea, by Air....Everywhere, look no further! Contact the International Division at National Van lines, Inc. by phone at 800-323-1963 or email international@nationalvanlines.com for your next quote!

Motorcycles

By Kevin Spealman, Vice-President of Claims & Customer Service

There's a reason why I joked about "Tempur-Pedic Motorcycles" in the April Fool's Edition of [The Military Claims Blog](#). Both Tempur-Pedic mattresses and motorcycles can be a claims nightmare – difficult to ship without damaging, and expensive to boot.

Motorcycles have been a thorn in the side for as long as I can remember, with very expensive repairs, even with relatively minor damage. That's why we are currently working on a new "Best Practices" procedure to be followed on all NFC shipments, and I hereby invite anyone reading this article to send me any suggestions that you think may assist us in this effort to my email address: kevin.spealman@ncsclaims.com.

In preparation for the peak season though, I'd like to highlight a couple of important procedures right now: The DTR, in the "It's Your Move" booklet, gives the customer certain responsibilities for preparing the motorcycle for shipment. The full list can be found [here](#), but a big one is as follows: **Fuel injected models must be drained of fuel. Carbureted models must be drained down to reserve, or as low as possible. This can be done by running the engine until empty and/or using a siphoning device.** It is not uncommon for a destination warehouse to decline to accept a motorcycle if they believe there is still gas in the tank. Sometimes the only way to deal with this problem is to hire an expensive local third party service to handle it, or ask the customer to overnight the keys to the agent in order to drain the tank. Neither is a good option, and any costs associated with these efforts will be the responsibility of the party that accepted the motorcycle with gas in the tank.

Another suggestion is to use the special motorcycle inventory with the picture of the motorcycle. The bigger the picture the better, as it will enable the origin loader to inventory all pre-existing damage.

Proper protection/bracing is crucial as well, as straps must adequately brace the item, without being placed in a manner that could damage the paint or chrome parts.

Photographs, either at origin, destination or both, are always great to have, but please refer to them on the paperwork, or we won't know that they exist.

Getting it right on motorcycles is a great way to "get it in gear" for the summer peak season!

TRUE or FALSE

NTS shipments do not require new weights at the time of pickup out of the NTS facility.



FALSE!

All military shipments, whether out of NTS or residence, require **new** weights to be entered into DPS and submitted to the origin PPSO following pickup. Please help keep the industry's drivers moving this summer while avoiding unnecessary delays at destination. Remind your drivers today to get new weights on all NTS shipments.

NFC PEAK SEASON CHECK LIST

ORIGIN AGENT

- Perform the premove survey and return no later than 3 days before the pick up date
- Advise NFC of any changes after the premove has been submitted to us
- Origin services at residence:
 - Packing and completing a High Risk/High Value Inventory with seals
 - Local pick up if L/H vehicle is not available or if there is an overflow
 - Give copies of documents to customer
 - Sending origin documents to the base within 7 workdays of load day

HAULING AGENT

- Get new light & heavy weight for shipments (including NTS)
- Take a rider on NTS shipments
- Make sure customer has copies of documents left by OA
- Weigh Pro-Gear separately
- Contact NFC with the weights within 3 days after pick up
- Contact NFC with an ETA to destination and availability of the customer
- Perform a reweigh if it is requested from the PPSO/JPPSO or customer
- Contact NFC upon arrival at destination and request necessary pre-approvals
- Residence deliveries include the following services:
 - Full unpack & one-time placement of all articles
 - Re-assembly of items
 - Debris removal



DESTINATION AGENT

- Inspect and take a rider on household goods entering the warehouse
- Help the driver find qualified help if shipment is delivering to residence or shuttle
- Advise NFC ASAP if the customer or base calls to release shipment out of SIT
- NFC must be advised of delivery BEFORE shipment delivers so we can enter information in DPS
- Residence deliveries include the following services:
 - Full unpack & one-time placement of all articles
 - Re-assembly of items
 - Debris removal

Someone you should know...

Meet Tia Scott, one of our dedicated Move Managers. We caught her between calls and asked her some questions about work and home life.

How long have you worked at NFC? What are your job duties?

I have been with NFC for a little over four years now. I am in the Move Management Department and I work hand in hand with our customers to ensure that their moves go as smoothly as possible, from beginning to end. Aside from speaking with the customers, I complete daily work tasks in our iSeries system, as well as DPS. I work with our Operations Department and with agents that service our moves. Most importantly, I follow up with our customers to get their feedback on the move.



What do you consider the most challenging part of your job?

The most challenging part of my job is our summer peak season and trying to keep our thousands of customers satisfied throughout those VERY busy months between May and August.

Do you have a memorable experience at NFC you would like to share?

My most memorable moment(s) at NFC is when my customers personally thank me for the good services that I provide to them. On several occasions, customers have told me that they have never had someone follow up and be so thorough with them. One moment that stands out is one of my customers spoke to Eileen Sherman (VP of Operations) to commend me on the great job that I had done for her throughout her move.

What do you like to do in your spare time?

What spare time? With being a wife and mother of 3, my spare time is when I sleep (if I even get that)! I am a very family-oriented person so I tend to spend a lot of time being around them and my immediate family. In my spare time you will either catch me in the malls (I LOVE shopping), roaming the streets of downtown Chicago and the surrounding suburbs (I am what you might call a "Road Warrior"), hanging out with my close friends, trying out new restaurants, dancing, watching or playing basketball, writing, traveling and just enjoying life!

Making Connections

National Van Lines Agent Convention - Hilton Head, South Carolina - November 5 - 7, 2015

<http://www.nvlconvention.com/>

WHAT OUR CUSTOMERS ARE SAYING POSITIVE CUSTOMER COMMENTS

Everyone was helpful while packing and unpacking. The whole process was great! That woman who contacted my wife to plan the move was very helpful!

Origin: Coastal Moving & Storage, Columbia, SC

Hauling: American Way Van & Stg, Vandalia, OH hauling under National Van Lines authority

Destination: Foster Van Lines, Inc., Richmond, CA

The moving company that delivered did a great job.

Destination: Reads Moving Systems, Summerville, SC

The movers were outstanding. Smoothest move in my military career.

Origin/Hauling: Piedmont Van & Stge. Co., Fayetteville, NC

The packers were fast and excellent. No problems!

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

Great experience. Movers were professional.

Origin: Southern Cal Moving & Stg., Corona, CA

Hauling: City Transfer Company, Astoria, OR

The movers at destination had to walk up to the apartment, they did a great job. Kept a great attitude, real pleasure to work with them.

Destination: EDC Moving Systems, Houston, TX

We are rocking and rolling! Everything is going well and we are almost done. The crew is being careful with everything.

Destination: Gerold Moving & Storage, Belleville, IL



AGENT KUDOS

COMPANY NEWS

Happy Anniversary

April 1	Dana Seliga	2 years	Move Manager
April 12	Kristin Louapre	11 years	Senior Relocation Coordinator
April 13	Patty Farmer	16 years	DP3 Billing Coordinator
April 24	Patty Hartung	26 years	Office Assistant
April 26	Stephanie Benitez	5 years	Shipment Coordinator

New Hires

March 23	Tina Empson	Shipment Coordinator
March 30	Diana Gallegos	Move Manager

Congratulations

Congratulations to our Claims Adjuster, Vickie Carroll! She will be retiring after 12 years at NFC on April 24th. We wish her well and hope she enjoys retirement!

Congratulations to our Claims Adjuster, Tammy Montgomery! She will be getting married on April 24th, in Des Plaines, IL to Vicente Dozi'er.

Congratulations to our Move Manager, Melissa Santiago! She will be getting married on April 24th, in Cancun, Mexico to Pedro Nuñez.

Newsletter Publication May-August

While in peak season, NFC employs an "all hands on deck" policy to support Operations. Our normal contributors will not be able to supply articles for our newsletter; however, we will continue to publish on a smaller scale until the peak season is over.

