

**NATIONAL FORWARDING Co., INC.**

# **MOVING** *forward*

November 2016

*Proudly Serving Military Families*

*Issue 6, Volume 11*

## *Giving Thanks*

During November, the month of Thanksgiving, it is natural to reflect on the things that we are most grateful for. That includes our family, friends and the freedoms we enjoy by living in this great country.

This nation and all that we stand for is protected by the courage and commitment of the men and women of our Armed Forces and we owe them a debt of gratitude which should not be forgotten.

We at NFC are fortunate to be in a position where we have the opportunity to express our gratitude to our men and women in uniform through the course of our daily work. It is an opportunity and a responsibility that we take seriously.

So, to our men and women in uniform and to the civilian employees and family who support them, we wish you a Happy Thanksgiving and a sincere Thank You for your service to our country.

May God bless you and keep you safe.

*-The Employees of National Forwarding Co., Inc.*



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Proudly Serving Military Families

## NFC Visits the Northeast



Hanscom AFB. (Photo courtesy of the Lowell Sun)

Recently, Michael Wilson, Director of DOD Programs and Cheryl Garamoni, VP of Agency Services visited JPPSO NE (AGFM), Personal Property Office located at Hanscom AFB outside of Boston, MA. The visit included a tour of the new PPSO offices with introductions and discussions with the PPSO staff. Cheryl and Michael would like to thank staff for making them feel so welcome; they had a great time and would love to visit again.

In addition, they were invited guests to Naval Station Newport's Graduation Ceremony of the Senior Enlisted Academy of the United States Navy in Newport RI. The education program assists Senior and Master Chief Petty Officers transition from technicians to middle managers.

The first class in September 1981 marked the beginning of an education program unique among the Navy's many training schools. The original SEA pilot class consisted of 16 students received and validated the nine-week curriculum containing a diverse mix of subjects such as communication skills, national security affairs, Navy programs and physical readiness training. Today, SEA classes seat over 100 students and convene for 12 weeks; 9 online and 3 in residence.



Above: Naval Station Newport, RI

Below: Naval Station Newport's Graduation Ceremony



## 2017 Julian Calendars

NFC has mailed out the 2017 Julian Calendars. If you need an additional supply contact: [agencyservices@nationalforwarding.com](mailto:agencyservices@nationalforwarding.com).

## 2017 Dispatch Convention

St. Augustine, FL  
April 20 – 23

Hosted by National Forwarding Co., Inc. the 42<sup>nd</sup> Annual Dispatcher's Convention will be held in St. Augustine, FL from April 20 – April 23, 2017. We have secured two hotels with group rates for our convention. The details of the convention can be found on our website [www.nationalforwarding.com](http://www.nationalforwarding.com).

We look forward to seeing you there!

## Past Due Invoice Payments

NFC has seen an increase in calls and emails from agents looking for past due invoice payment. In most cases, the reason for the delay is the paperwork was sent to the wrong email address at NFC. While we do try to make every effort to forward to the correct department, sometimes things are missed. To ensure you receive prompt payment use the following email addresses:

Origin paperwork: [origin-docs@nationalforwarding.com](mailto:origin-docs@nationalforwarding.com)  
Hauling paperwork: [hauling-docs@nationalforwarding.com](mailto:hauling-docs@nationalforwarding.com)  
Storage paperwork: [storage-docs@nationalforwarding.com](mailto:storage-docs@nationalforwarding.com)

## Mean CSS Scores

The mean scores for 1 January – 14 May 2017 period are:

dHHG	86.20
iHHG	84.88
iUB	86.79
OTO	79.63

## CPPC Article on Packing High Value Paintings, Etc.

Brenda Murray is a highly qualified appraiser, whom National Claims Services will often use on large dollar claims, as she will work from photographs. She authored the article below on how to pack and ship high value artwork, which upon reading, Kevin Spealman, Vice President Claims and Customer Service decided we should share. While sometimes a third party service may also be called for, Kevin felt this was very valuable information for our agent family to have.

*Packing & Moving High Value Paintings*  
Brenda Murray, ISA

Beauty really is in the eye of the beholder. Art is no exception. A painting can be of a landscape, a beautiful body, a cartoon character or even a piece of string glued to a canvas. Live plants are sometimes attached or any other number of strange items. Art speaks to us. What it says to each person is well.....personal.

At [CPPC] convention we briefly touched on the process of moving high value art. I was asked to take this a step further and write an article on packing, damage and restoration of art and their frames. This article will touch on packing and moving high value paintings. It will also touch on the most common transit issues and how to prevent them. The following guidelines from Saatchi Art might help. For further information you may want to go to [Saatchiart.com](http://Saatchiart.com). There are instructions for sculptures, canvas art, rolled art, etc.

During the process of packing the art at origin and moving it to destination, the art may pass through many different hands and climates, so it's important that you follow the steps below to ensure that the art arrives at destination in good condition. The following are ways to pack and prevent damage.

The most common type of damage is abrasion of the artwork's surface due to inadequate wrapping and padding. All artwork should be handled properly to protect the work's delicate surface. Take extra care wrapping paintings with raised surfaces, adding an extra layer of padding if necessary.

Works of art that are loose inside the package will almost always get damaged. The friction due to rapid movement and handling will cause damage to the work if it's not properly padded and stabilized. The corners of flat artworks are especially susceptible to damage if the work isn't secure inside the package.

Artwork in transit is subject to pressure from the weight of other objects and possible accidental drops/falls of approximately 3-4 feet. The outer packaging should be very sturdy with the inner packaging providing enough buffering/stabilization to withstand occasional rough handling.

### Directions and Supplies Needed:

- Acid-free archival tissue paper or glassine paper
- Plastic sheeting or poly wrap
- Bubble wrap
- Painters tape (if packing a glass frame)
- Cardboard corner protectors
- Packing tape 10
- Foam board at least ½" thick or two-ply cardboard
- Shredded or wadded white paper
- Very sturdy cardboard box if artwork is under 18"x24"
- Custom wooden crate if artwork is over 18"x24"



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**Step 1** - Wrap the painting in acid-free, archival tissue paper or glassine. Note that any material that comes into contact with the surface of the work should be archival quality. We advise that you avoid touching the painting's surface with bare hands by wearing white cotton gloves or placing acid-free tissue paper between the work and your fingers when handling.

**Step 2** - Take four (4) 8"x 8" square pieces of glassine paper or acid-free tissue paper (you may adjust the size of the squares to better fit the size of your work) and fold each in half diagonally to create a triangle, then fold in half again to create a triangle pocket. Place one pocket at each corner of the painting.

**Step 3** - Taping only onto the tissue paper corners, tape the wrapped painting to a sheet of foam board (or two-ply cardboard) the same size or slightly larger than the painting for a firm backing.

**Step 4** - To protect against moisture, wrap the glassine (acid free paper) covered artwork with plastic sheeting/poly wrap or put it inside a heavy plastic bag. Use tape to seal all areas where water can enter and cause damage

**Step 5** - Place the wrapped artwork between 2 pieces of archival quality foam board (or two-ply cardboard) that are at least ½" thickness, forming a "sandwich." Also, the borders of the foam board should extend a minimum of 2-3 inches beyond all edges of the artwork. Use packing tape to bind the foam board sandwich together adding extra tape to the corners for reinforcement. Make certain the sides are taped down firmly to ensure that the artwork doesn't shift around within.

**Step 6** - Next, build a wooden crate if needed and seal the work inside.

Hopefully, this information will help your company and prevent any damage to a number of pieces of high value art.....Brenda Murray, ISA

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## ***National Van Lines Driver Recognized***

Mr. John Graham has been a driver for National Van Lines since 2014. He has been involved with the Veterans Outreach program at the National Capital Chapter of Safari Club for many years and is the co-chair of the Wounded Warrior/Veterans support committee and was instrumental in developing several outreach programs. John runs an award winning waterfowl hunt each year on the Chesapeake Bay. This outreach program provides 12 veterans, many of whom are receiving treatments at Walter Reed National Medical Center in Bethesda, MD for combat wounds, an opportunity to enjoy fellowship with colleague veterans and several days away from the hospital. In addition, he also developed the chapter first female veteran shoot which also included Gold Star mothers and wives. This event was among the few ever offered for female veterans and was well received. Many phone calls and emails have been received from veterans praising John's support. We are proud to have John as part of the National team and thank him for his efforts in supporting our veterans!

National Capital Chapter of Safari Club-Chapter of the Year award at the national SCI convention



A typical waterfowl hunt made possible by Mr. John Graham



## ***Southern Nevada Movers Employee Recognized***

Mr. Bobby Gallardo was presented the Commanders Award for Excellence in recognition of Outstanding Service in the moving industry at Nellis AFB, NV.

He demonstrated outstanding customer service in the packing, loading, and delivery of personal property shipments during the Peak Season. He exemplified the standards of excellence in providing these services to our Department of Defense customers. He truly deserves receiving the Commanders Award for Excellence.



From left: 99 LRS/TMO Mr. John Albonetti, LRS Commander LTC Matthew Berridge, Nellis AFB, NV, Southern Nevada employee Mr. Bobby Gallardo, and owner of Southern Nevada Movers/Lippincott Van Lines, Mr. Jeff Lippincott



Mr. Bobby Gallardo accepting his award

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*The movers who packed my goods up at origin: Epi, Esther and Erika. They did an outstanding job. I could not ask for anything better. The driver Pete was very helpful throughout the process.*

Origin & hauling: Mooney Movers, Inc., Albuquerque, New Mexico

*The crew that delivered the household goods were really great. They stayed to help put together furniture as well as take some boxes away with them.*

Origin: Coastal Moving & Storage, Columbia, SC

Hauler: Coastal Moving & Storage, Savannah, GA

*Driver was excellent. Made sure that everything went right. The destination TSP crew was excellent as well.*

Hauler: Hi-Line Moving & Storage, Great Falls, MT

Destination: City Moving & Storage Co., Lawton, OK

*The people were courteous and kind and they were quick.*

Origin: EDC Moving Systems, San Antonio, TX

Hauler: Lone Star Van Lines, Fort Worth, TX

Destination: Piedmont Van & Stge Co., Fayetteville, NC

*The driver, Albert, he was by far the best of the crews. Would suggest that he be used on further contracts.*

Hauler: American International Movers, Forsyth, GA

*Both movers/packers on origin were professional, timely and took good care of stuff. And the delivery was also great.*

Origin: City Moving & Storage Co., Lawton, OK

Hauler: City Moving & Storage, Co., Lawton, OK under Wheaton Van Lines

*Very pleased and satisfied, and overall excellent service from everyone!*

Origin: EDC Moving Systems, San Antonio, TX

Hauler: Stevens Van Lines, Saginaw, MI

Destination: Gilmore Moving & Storage, Fort Walton Beach, FL

## COMPANY NEWS

### Happy Anniversary

November 7	Sue Staszewski	Vice President, International Division	27 years
November 17	Jackie Thomas	Move Coordinator, International Division	2 years
November 30	Marelyn Cossyleon	Dispatcher	1 year

### Thanksgiving Holiday Hours

Our office will be closed Thursday, November 24<sup>th</sup> in observance of Thanksgiving. Limited staffing will be available until noon on Friday, November 25<sup>th</sup> and we will be closed on Saturday, November 26<sup>th</sup>. Should you have an after-hours emergency please call 888-993-6683.

### Twitter

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

### 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)

