

AMSA Conference Military Summit Recap, March 2016

The following is a report on the Military Summit held on March 23, 2016, at the AMSA Conference in New Orleans, LA. The report highlights the key issues talked about by SDDC staff as well as other issues that were brought to SDDC by those in the Industry.

The session commenced with opening remarks from Lieutenant Colonel Todd Jensen.

Channel Pilot

Lt. Col. Jensen began by explaining to the Industry that the Channel Pilot which was published in the Federal Register has been placed on temporary hold. While there was no indication when the pilot will be revisited, Lt. Col. Jensen did stress the importance of providing the Industry with feedback opportunity when significant changes are being considered by the Command.



No-Refusal Policy

One of the major changes that impacted movement of military household goods last summer was SDDC's implementation of the No-Refusal Policy. SDDC viewed this as a successful change to the program resulting in greater efficiencies for the customer and undeniably less transitional work for the PPSOs rerouting shipments to the next available TSP after a shipment had been refused.

Lt. Col. Jensen confirmed what many had suspected in that the No-Refusal Policy would again be intact for 2016 despite the DPS Program Office's completion of SCR 6975 which provided programming to lift the burden of having to re-route shipments from the PPSOs.

While the effects of the No-Refusal Policy can be debated, SDDC stated they will continue to monitor the potential Customer Satisfaction Scores impact; however, they do not feel there is a correlation between the drop in the CSS Scores and the No-Refusal Policy.



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Code 2 Usage

SDDC noted increased use of Code 2 during 2015, a trend they hope to continue in 2016. Lt. Col. Jensen noted increased dialog between the Services and Industry to target better Code 2 shipments in an effort to increase capacity at a reasonable cost.

Missed RDDs

Lt. Col. Jensen and the rest of SDDC staff have strong concerns with the increases seen on missed RDD statistics. The increases in missed RDDs have been tracked for multiple years allowing Lt. Col. Jensen to conclude that the missed RDDs are not tied to the No-Refusal Policy.

Reweigh Requests

One of the more colorful conversations took place due to the recent change in the 400NG Tariff stating that non-performance of a reweigh would lead to a TSP's inability to bill a shipment. Lt. Col. Jensen stated this change was being evaluated by SDDC. Industry audience members were very quick to point to the challenges experienced due to the lacking standardization of how the requests were being handled by the PPSOs. Obvious concern about the tariff language was also discussed since the timing of the reweigh requests tend to vary depending on the shipment. We fully expect continued reweighing of a higher percentage of shipments through 2016 as the Services have identified an opportunity to reduce cost through the reweighing of shipments.



Quality Assurance

There was heavy dialog regarding Quality Assurance and how punitive actions are administered. Lt. Col. Jensen was forthcoming in stating the impact on the customer was at the heart of the punitive action. CSS survey ethics is one item that Lt. Col. Jensen feels strongly about due to the need to protect the integrity of the program. The top three items receiving punitive action are missed RDDs, TSP failure to provide an update to DPS and TSP failure to provide weight tickets. With many of the infractions being of no impact to the customer's quality of life, concerns were raised about the severity of data entry or paperwork violations that have been assessed to TSPs. Lt. Col. Jensen also stated that SDDC was discussing changes to the number of LOWs that warrant a TSP suspension due to the drastic increase in size of the JPPSO AOR.

DPS Program Office Update

Following Lt. Col. Jensen at the podium was Ms. Roni McDaniel to give an update on the upcoming changes to DPS. At the time of the meeting, DPS had been in a fairly significant state of influx having experienced fairly frequent intermittent outages for the better part of the month of March. Roni spoke about incremental changes over the next 4-5 years that hopefully, would result in Industry receiving the 2-way interface that they have long been asking for. However, significant changes would need to occur prior the 2-way interface development to put DPS in a position to increase performance.

Update - Base Access

Remember, each base has their own Commander and Security Office who issue their own policies. The list below is compiled from agent and base employees responding to our last newsletter requesting updated information for entry to military installations.

- Acceptable documents establish identity, citizenship, and at least one document needs to have a photo
- Upon entering the base, each vehicle must have a paper copy of the customer's GBL
- Holders of a Driver's License in states effected by the Real ID ACT need to have on their possession an original birth certificate, a utility bill with matching name and address from the state of ID, a vehicle registration with the same info, Veterans Health ID card issued by the US Dept of Veterans Affairs, PIV Card (issued by the Federal Government), Trusted Traveler card, Military identification card or a US Certificate of Naturalization or Certificate of Citizenship
- ID cards need to have a photo and biometric info such as DOB, Gender, Height, eye color and address
- TWIC Card (Transportation Worker ID Card)
- Native American tribal document
- US Passport
- Social Security Card



Out of state drivers should contact the local agent for up to date information regarding access to the local base and to request help to enter on the base.

Some installations are limiting the time a household driver can be on the base, prepare accordingly.

A few installations allow the customer to sponsor the moving crews on to the base. Arrive early to avoid long lines. Base entry at the visitors gate is necessary if you need a day pass. Normally, entry at the main gate is for crews and drivers who already have a pass.



Part 4: Packing & Inventory

When handling an international shipment, it is important to take extra care during packing and loading. Preparing a detailed inventory is essential for customs, as well as for our purposes.

Double pad wrap or bubble-wrap all furniture. Also use cardboard in addition to wrapping. Be sure that all surfaces are completely covered (including bottom) and take care to avoid taping or affixing labels to the surface of the furniture. Clearly mark the inventory number of the outermost layer of all wrapped furniture.

Large appliances and furniture should be wrapped and padded only after taking exceptions on the inventory. Each appliance serviced at origin must be labeled, indicating that de-servicing is required at destination prior to use. All washing machines requiring service must be secured with a washer bracing kit.

Disassemble larger items if possible, then wrap and inventory pieces separately. Use paper pads to wrap all furniture. Use added wrapping and protection on table legs that can't be removed. Chairs make excellent natural containers. Add soft bundles between the legs of chairs and in other open areas.

It is important to place additional padding in the bottom of the container; this is due to the additional handling of international shipments. International shipments do not have the support of air ride equipped trailers and domestic shipments do.

Packing the shipment tightly will reduce the potential for household contents from shifting during transit, reducing the potential for damage. A well packed shipment will also improve upon the estimated density and can maximize margins, as ocean transit is based upon the cubic size or volume of the international shipment. Careful packing is crucial for any international move.

Take care to label the inventory very accurately. This is extremely important for the clearance of the household goods shipment through customs. Ensure that electronics have the serial number on the outside of the contents container as well as on the inventory. We require the use of the National Forwarding Company High Value/High Risk (HV/HR) Inventory and carton seals on all items listed on our HV/HR Policy including: CD's, DVDs, electronics, valuable figurines, crystal, collections, etc. Again, this is very important to alleviate any issues and expedite the customs clearance process.

Although international packing is very similar to domestic packing, make sure to include additional cushion or padding and prepare a detailed, clear and legible inventory.

Call 800-323-1963 or 708-450-2941 for your next international quote.

By Land, By Sea, By Air...Anywhere!

Someone You Should Know

We caught up with Arlene Kozlick our Internal Auditor at NFC and asked her about work and her hobbies.

What are your job duties at NFC and how long have you worked here?

I have worked at National Forwarding Co., Inc. since I was in college, more than 30 years! I started out part time filing and my job duties have changed many times over the years. I started out doing all types of billing and accounts payable functions and now I focus more on special projects and “behind the scenes” things related to the processing of payments and billing.



How has your job changed since you first started?

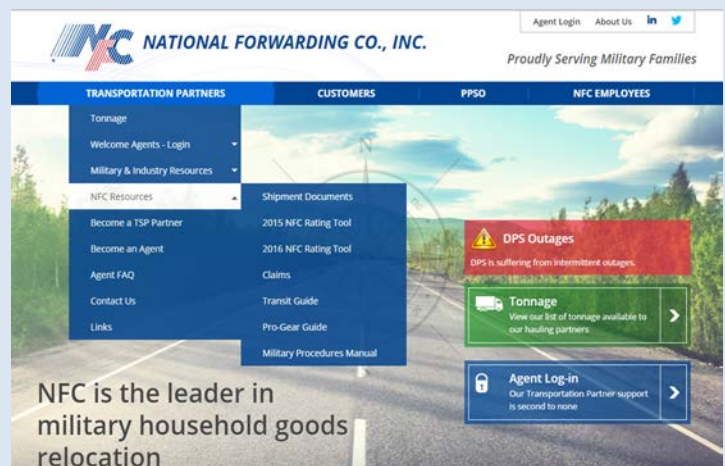
When I first started many, many of our tasks were done manually, including settling billing and mailing out our payments to our agents. We actually used to run adding machine tapes before we did checks so we knew how much the check should be for. Thanks to a lot of programming and planning we have moved way past those days. I actually remember when we used to mail out our tonnage list every week!

What do you like to do in your spare time?

Unfortunately, I don't have a ton of spare time, but when I do, I enjoy getting outside for tennis or just a walk. I wish I had some more time to catch up on my scrapbooking, I'm a few years behind.

2016 NFC Rating Tool Released

The 2016 NFC Rating Tool is now available. It can be found on the NFC website www.nationalforwarding.com under Transportation Partners and NFC Resources. As with previous versions, the rating tool is an Excel based program and upon download, you must enable all macros. If you have any questions, please email Michael Wilson at michael.wilson@nationalforwarding.com.



WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

The provider did a wonderful job from start to finish. They were timely from beginning to end. The staff took great care to make sure everything was packed properly and secured to ensure little damage to the furniture. They were very professional and courteous throughout the entire process.

Origin: Gollott & Sons Transfer & Storage Inc., Gulfport, MS

Hauler: Hill's Van Service, Jacksonville, FL hauling under National Van Lines, Inc. authority

Best move in 8.5 years, same crew for pickup and delivery, very professional, courteous and hard working.

Origin: Tanner International Forwarding, Petersburg, VA

Hauler: Tanner Van Lines, Richmond, VA

Harold and Theo were incredibly good at their job. They were thorough, respectful, and professional. I would recommend and request these gentlemen for any future move and would assign them any and all available moves. They made the experience and process painless and we were thankful for their true dedication to a job well done.

Origin: Reads Moving Systems, Summerville, SC

Hauler: Reads Moving Systems, Summerville, SC hauling under Atlas authority

The crew did a great job. Chris the driver was the best driver I have ever had the opportunity to work with!

Origin: Southern Nevada Movers, North Las Vegas, NV

Hauler: Lippincott Van Lines, Winsted, CT

The driver James was probably the best driver that I have had the privilege of working with. He went above and beyond my expectations of a mover. 100 out of 100 in my book.

Hauler: O'Neill Transfer and Storage, Beaverton, OR

hauling under National Van lines, Inc. authority. Driver: James Williams.

He said by far the best move has had in 26 years and he has moved 11 times. The best crew was provided and they have been wonderful and careful. Everything was running real smooth and he is super happy.

Origin & Hauler: The Moving Mann, Augusta, GA



Agent Kudos

COMPANY NEWS

Happy Anniversary

April 12	Kristin Louapre	Senior Relocation Coordinator	12 years
April 13	Patty Farmer	DP3 Billing Coordinator	17 years
April 24	Patty Hartung	Office Assistant	27 years
April 26	Stephanie Benitez	Lead Military Coordinator	6 years

Newsletter Publication May-August

While in peak season, NFC employs an "all hands on deck" policy to support Operations. So starting next month 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.

NFC's New Website

Have you had a chance to take a look at NFC's new website www.nationalforwarding.com? Of great use to our agents is the NFC Resources section found under the Transportation Partners tab. You can learn about base documents, download our rating tool, check out claims information and much more!

Twitter

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