

SUCCEED THIS SUMMER

Peak season has started off with a bang! Here are National Forwarding Co., Inc.'s tips for having a successful summer.

- Advise NFC of blackout dates for servicing offers and accepting SIT: blackouts@nationalforwarding.com
- Use the NFC REMOVE SURVEY FORM - Our form should be filled out, signed by the customer and sent along **with** your cube sheet. Please call the customer ASAP to set up the REMOVE SURVEY and return to removesurveys@nationalforwarding.com. The origin service commission will be reduced if you do not perform a pre-move survey in accordance with Tender of Service requirements.
- All accessorial services must be on a signed 619 or 619-1 – including crates with dimensions & notation of shuttle service (to be paid for shuttle, we need an approval, service listed on a signed 619 or 619-1, and tractor trailer weights from the day of loading) Shuttles must be preapproved **PRIOR** to performing.
- ProGear must be annotated M-Pro or S-Pro on the inventory with a description of item and weight
- Make sure the customer signs all documents and receives a copy
- All shipments need a new light and heavy weight including shipments originating out of NTS. The Gross, Tare, Net and ProGear weight must be called or emailed to our office no later than 3 days after pickup or prior to the shipment arrival, whichever is earlier, to allow the customer or PPSO the opportunity to request a reweigh. Send the weight information to: originweights@nationalforwarding.com
- If a reweigh is requested, it is a requirement which must be complied prior to delivery to residence or SIT and the reweigh weights must be called into our office immediately or emailed to reweigh@nationalforwarding.com. If NFC gives proper notification that a reweigh is required and it is not performed and if NFC does not receive payment from the government as a result, the offending party will forfeit all revenue on the shipment



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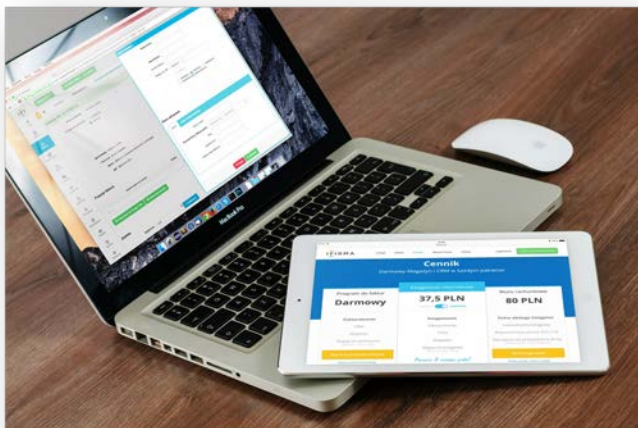
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Succeed this Summer....continued

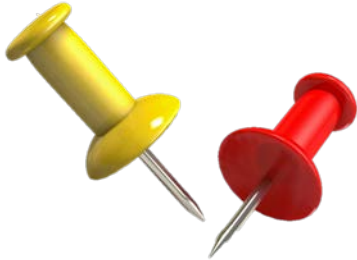
- Drivers have always been required to return weights and inventories to the origin agent immediately after pick up. This requirement has not changed for DP3 shipments. Origin agents must send origin documents to the base within 7 workdays. We request origin agents contact our office if the driver has not returned the paperwork to your office by calling 800-323-9125 or emailing agencyservices@nationalforwarding.com. Check our website for an updated [base email list](#).
- Billing must receive full, individual, legible copies of weight tickets – photos do not transmit well and generally will not be used to bill and pay an agent’s invoice. Weight tickets should include the following information:
 - Location of scale
 - Date of Weigh
 - Weights
 - Company ID
 - Customer last name
 - GBL number
 - Weighmaster signature
- Keep track of all parts and hardware. A good move is ruined if parts and hardware are lost making reassembly impossible. We suggest using a parts bag firmly affixed to each item. If a hardware box is used, it should be listed as #1 on the inventory and listed on the high value/high risk inventory.
- If a shipment is received with no visible hardware or parts box, the rider to the inventory should say “no visible hardware and no parts box.”
- Advise nfcooperations@nationalforwarding.com or 800-722-9144 of **ETA’s**, direct deliveries and delivery out of SIT – BEFORE THEY OCCUR.
- All military customers are entitled to a **full unpack** to their satisfaction, assembly of disassembled items, and debris removal on the day of delivery. No exceptions!



**REMEMBER:
COMMUNICATION IS KEY IN
EVERY ASPECT OF AN EXCELLENT
MOVE!**



Military Tidbits



400NG Tariff Changes:

As of May 15, 2016, the 400NG has been updated. Michael Wilson, Director of DOD Programs has put together a detailed memo outlining the changes. Visit our website for a [copy](#).

Base Access

Please make sure your employees and drivers are able to pass the security background check at your local base. Over the road drivers should be prepared with proper identification, such as driver's license, passport, social security card, TWIC, etc.

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.

If your driver is based in Illinois, Minnesota, Missouri, New Mexico or Washington, they no longer have a driver's license that meets federal ID requirements. Driver licenses must meet the standards set forth in the [REAL ID Act](#), which was passed by Congress in 2005, enacting the 9/11 Commission's recommendation that the federal government "set standards for the issuance of sources of identification, such as driver's licenses."

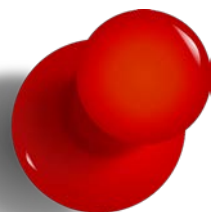
Check out www.tsa.gov/for-industry/twic for information regarding the Transportation Worker Identification Credential, also known as TWIC. TSA conducts a background check to determine a person's eligibility and issues the credential.

Increases in Code 2 Shipments

Expect an increase in Code 2 business this summer. SDDC has indicated they will be utilizing Code 2 service on shipments that will require SIT at destination and that are not more than 7500 pounds in weight.

Reweighs

Expect an increase in the number of witnessed reweighs as well. If a reweigh request has been made, NFC will advise the hauler to perform the reweigh prior to SIT or direct delivery. When the light weight is performed, NFC needs the hauler to contact us with the reweigh weights ASAP. This information must be entered into DPS within 3 days of shipment arrival.



NFC GIVES BACK

HONOR FLIGHT CHICAGO

Our Support Our Soldiers (SOS) committee kicked off summer by doing the usual fund raiser for [Honor Flight Chicago](#). This organization flies World War II and Korean War Veterans to Washington D.C. for a day of remembrance at no cost to them. We held a luncheon and casual day for donations along with a raffle for special prizes. The total raised for this event was \$1500. In addition, the SOS committee has been raising money since January with the snack table goodies. Total proceeds from the snack table are \$1496 and climbing!



TECH LOVERS RAFFLE BASKET



TRAVEL RAFFLE BASKET



BOOZE RAFFLE BASKET

CAMP HOPE

National Forwarding Co., Inc. is proud to have partnered with a new organization dedicated to military causes. [Camp Hope](#) is a retreat for military veterans wounded in the War on Terror. Nestled on the grounds of Chris Neal Farm, a 250-acre sanctuary in southeast Missouri with a first class lodge, they provide a range of outdoor activities to accompanied veterans with an array of injuries. The mission of Camp Hope is to allow wounded warriors the opportunity to participate in outdoor activities with dignity – to not think about what they “can’t” do, only to think what they want to do. Soldiers can shoot skeet, hunt turkey and deer, fish, hike, explore the country, or relax around the ever-burning fire pit.

On Saturday, June 11, Harold Hamby owner of LaChance Vineyards will host an Honor Gala to raise awareness of Camp Hope. The gala will include a cocktail hour, dinner, silent auction, live music and a guest speaker. Tickets are \$100 and more details can be found on their [website](#).



Someone You Should Know

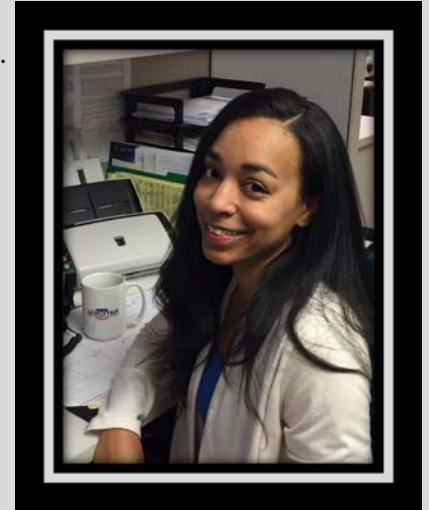
This month we caught up with Camille Hall, Claims Assistant at National Claims Services. We got some details on her job and what she does in her spare time.

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

I have worked for NCS for 5 years this month! My job title is Claims Assistant and if you call our Claims Department you just may get my sweet voice on the line. I also serve as the liaison between our adjusters and the repair firms who visit our military members to assess and repair damages that may have occurred during the relocation process. In addition, I process settlement payments for our service members.

How has work changed since you first started?

When I started here, I worked 3-4 hours a day and I only set up inspections. Now I work fulltime and I have learned a lot more about military moves. I am able to help our Move Management and Operations Departments during busy times. I have also helped (with all the hard work being done by our amazing IT Department) our Claims Department to move from paper invoices to email...always trying to save a tree!



Do you have a unique work story/memorable experience to share?

The best memory that I have from working here is the summer that our fundraising efforts resulted in our NFC Olympics. Every day was a different theme for your department's country and I would drop my daughter off at camp and be dressed in the most bizarre "work attire". Her camp counselors still remember that and they, too, think I work for the best company!

What do you like to do in your spare time?

What's that!?

I have three beautifully naughty children (12, 7 and 2) so I don't have much spare time. When I can steal away (like hiding in the bathroom with the lights down low) I enjoy reading, finishing Sudoku puzzles, and a weird game that I play on my phone called Triple Town.

May is Military Appreciation Month

Congress designated May as National Military Appreciation Month in 1999 to ensure the nation was given the opportunity to publically demonstrate their appreciation for the sacrifices and successes made by our service members – past and present. Each year the President makes a proclamation, reminding Americans of the important role the U.S. Armed Forces have played in the history and development of our country. To learn more about Military Appreciation Month go to <http://www.military.com/military-appreciation-month>



WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

Excellent service. Always provided quick response and support. One of the best moves in my career.

Origin: Apple Moving, San Antonio, TX

Hauler: All American Movers/Stge, Jacksonville, FL

I think they did an awesome job all around it was the best move I have ever had.

Origin: Coastal Moving & Storage, Columbia, SC

Hauler: Coastal Moving & Storage, Savannah, GA

Highly recommend the same movers, because the care, professionalism, and overall [the] experience was excellent.

Origin: Blue Ribbon Movers, Salinas, CA

Hauler: Blue Ribbon movers, Salinas, CA

I appreciate Armando head of the packing crew. Pete the driver showed up early, wrapped everything and expedited the loading. Was fantastic. Pete had given me the best state move in 30 years, he was with Enterprise.

Origin: Apaca Moving & Storage, Albuquerque, NM

Hauler: Enterprise Van Lines, Congers, NY

If I can give them more than 5's I would, they were awesome.

Origin: Finkbiner Transfer & Stg., Springfield, MO

Hauler: Finkbiner Transfer & Stg., Springfield, MO hauling under National Van Lines authority, Broadview, IL

The delivery leader was a cheerful guy, and enjoyed meeting him and working with him.

Origin: Whidbey Moving & Storage, Oak Harbor, WA

Hauler: Stevens Van Lines, Saginaw, MI





COMPANY NEWS

Happy Anniversary

| | | | |
|--------|---------------|------------------|----------|
| May 3 | John Barrett | Claims Adjuster | 5 years |
| May 5 | Camille Hall | Claims Assistant | 5 years |
| May 12 | Courtney Rose | Move Manager | 12 years |
| May 14 | Matt Logan | Dispatcher | 9 years |
| May 28 | Josh Gaddam | Move Manager | 1 years |

NFC's New Website

Have you had a chance to take a look at NFC's new website www.nationalforwarding.com? Take a look at our News section. You'll find previous memos we have sent to agents, SDDC alerts, back issues of *Moving Forward* and more!

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 peak season is over.

Twitter

Follow us on Twitter @NFC_Inc. We tweet out events at NFC, details on the DOD Personal Property Program, SDDC updates and more!