

“Those Lazy, Hazy, Crazy Days of Summer”*

Some of us remember that old song by Nat King Cole. Well, summer is in full swing now, and it absolutely is not lazy, in many ways it might be hazy, and it most certainly is crazy. All of us are dedicated to one thing and one thing only - providing our military customers with the best move of their career. With all of this “crazy” summer activity, we have to keep that uppermost in our minds. We are thankful we work with a great agent family and network of professional haulers who share that goal.

We also believe that quality extends beyond our military customers to our agent family and our haulers. You are on the front lines, and our job is to support you to the greatest extent possible and to compensate you fairly for your efforts. To that end, we have a few simple principles that we adhere to:

1. We are open, straightforward and fair when it comes to our compensation schedule. There is no sleight of hand involved.
2. We pay our agents and haulers based upon the discount that we are billing at. We think it is only fair for everyone to share in the revenue without gimmicks.
3. Our agents and haulers do not have to call us looking for payment. We pay our agents as soon as we bill the shipment. We pay our haulers within 30 days of receipt of invoice. At the end of the busy season, you won't be calling us looking for payment on past-due invoices.
4. If there is damage or loss on a shipment, our philosophy is to make prompt restitution to our military customer. If we break it or lose it, we will fix it or replace it. We provide ample notice to our agents and haulers who were involved with the shipment, giving them an opportunity to provide their input. Our objective is to be fair to everyone involved.
5. We work in partnership with our military administrators from the Transportation Office up to SDDC and TRANSCOM. As far as we are concerned, we have a common goal – protecting the interests of our men and women in uniform.

These are the basic principles that guide our actions. In a nutshell, we strive to be honest, fair, professional, and flexible. Enjoy your summer, and plan some “lazy” days for you and your family. It goes by fast!

*reprinted from June 2014



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Summer Tidbits

Short-fuse Window Expanded

- Short-fuse expansion means that shipments offered with a requested pickup date of 10 government business days or less will now be considered short-fuse
- The expansion of short-fuse days start on June 14 for shipments picking up on June 22 or later
- Effective June 27, SDDC will start reducing the number of short-fuse days from 10 government business days back to normal 5 days, one day at a time
- SDDC/PPSOs will monitor blackouts during this period and reserves the right to shorten or extend as required to best support DP3

Reminders

- No personnel should be smoking in the customer's residence, within 10 feet of the customer's property or at any time in the moving van.
- No personnel should be under the influence of, or using, alcohol or unlawful drugs at the customer's residence.
- No personnel should use abusive language, actions or immoral conduct in the presence of the customer or family.

SDDC's Public Website

The SDDC webpage is now up and running with a new layout at <https://www.sddc.army.mil>. As of the writing of this newsletter, SDDC notes there are a few glitches opening up PDF and excel files which they are working on.

Should you have any questions or concerns, SDDC asks that you email the helpdesk at:

usarmy.scott.sddc.mbx.g6-it-helpdesk@mail.mil

or the SDDC Webmaster at:

usarmy.scott.sddc.mbx.web-master@mail.mil.

Mean Scores

The mean scores for 1 Aug – 30 September
2016 performance period are:

dHHG 85.89

iHHG 84.18

iUB 86.16

OTO 79.04

NFC GIVES BACK

Mid America Army Birthday Ball

National Forwarding Co., Inc. was proud to be a Gold Sponsor of this year's Mid America Army Birthday Ball, held June 11th at the Regency Conference Center in O'Fallon, IL to celebrate the U.S. Army's 241st birthday. The Army Ball is an annual event hosted by the Military Surface Deployment and Distribution Command and the Army Element of the United States Transportation Command. The event is presented by the Scott Army Booster Club, a private, non-profit organization established to foster morale and promote the general benefit of Army personnel assigned to Scott Air Force Base, their families and the community. Our sponsorship allowed junior enlisted Soldiers assigned to Scott Air Force Base to attend the Ball at no cost. We hope a good time was had by all!



NATIONAL FORWARDING DIRECTORY

<p>ADMINISTRATION & BILLING PH: 708-345-0550 PH: 800-323-9125 FX: 708-345-3245</p> <p>AGENCY SERVICES PH: 800-323-9125 FX: 708-345-9112</p>	<p>OPERATIONS PH: 800-722-9144 FX: 708-345-0554</p> <p>MOVE MANAGEMENT PH: 888-993-6683 FX: 708-356-5220</p> <p>AFTER HOURS: 888-993-6683</p>	<p>CLAIMS: PH: 800-325-6889 FX: 708-345-5218</p> <p>INTERNATIONAL PH: 800-323-1963 FX: 708-450-1273</p> <p>TONNAGE: www.nationalforwarding.com</p>
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DEPARTMENTAL EMAIL		SPECIFIC TASK EMAIL	
Operations	nfcoperations@nationalforwarding.com	Premove Surveys	premovesurveys@nationalforwarding.com
Move Mgt.	movemanagers@nationalforwarding.com	Preapprovals	preapprovals@nationalforwarding.com
Agency	agencyservices@nationalforwarding.com	Pickup Weights	originweights@nationalforwarding.com
Billing	nfcbilling@nationalforwarding.com	Reweigh Weights	reweigh@nationalforwarding.com
International	international@nationalvanlines.com	OA Invoice/Paperwork	origin-docs@nationalforwarding.com
Int'l Quotes	quote@worldrelocations.com	Hauling Invoice/Paperwork	hauling-docs@nationalforwarding.com
Claims	ncs@ncsclaims.com	Clearing & Delivery Info	clearing@nationalforwarding.com
Admin.	admin@nationalforwarding.com	SIT Invoice/Paperwork	storage-docs@nationalforwarding.com
		Notice of Delivery out of SIT	movemanagers@nationalforwarding.com
		Fast Pay Paperwork	fastpay@nationalforwarding.com

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

The gentleman who delivered everything did an overall excellent job and was very professional.
Hauler: Hill's Van Service, Jacksonville, FL hauling under National Van Lines authority

Packing/organizing was excellent. They took great care and nothing that they packed was broken or damaged. They adjusted my schedule needs (due to my own misunderstanding) on packing dates and came in on a Saturday and Sunday.

Origin: Ralph Cummings Mov/Stg., Dayton, OH

The packers and the driver did an excellent job and I was happy with it. Very timely and very quick.

Origin: Jackson's Relocation Svc., Sedalia, MO

Hauler: Wheaton Van Lines, Indianapolis, IN

They did a fantastic job. Appreciate your professionalism. Christine at National did a fantastic job. I appreciate that.

Origin: Merchants Moving & Stge., Boise, ID

Hauler: Alpha Moving-N-Storage, Ogden, UT

The guys who did it were great! Isaiah, Jose and Jeff. I wish they could complete all my moves.

Origin & Hauler: Lippincott Van Lines, Winsted, CT

The pack up was the most professional job that I have had out of the 22 years with the military moving us 7 times. Extremely professional and caring with my personal items.

Origin: Barnes Moving & Stge., Carrollton, GA

My driver, his name was Fred, it was a pleasure working with him. He actually unpacked all of our stuff by himself in a really timely manner. It was a real pleasure working with him.

Hauler: Carlyle Van Lines, Warrensburg, MO



Company News

Happy Anniversary

June 1	Eileen Sherman	Vice President, Operations	35 years
June 5	Pat Johnson	President, NFC	38 years
June 5	Brad Hides	Claims Adjustor	9 years
June 12	Barb Johnson	Internal Auditor	38 years
June 13	Natasha Yalovay	Operations Manager	15 years
June 17	Tom Kennedy	Office Manager	13 years
June 17	Peggy Monson	Claims Adjuster	8 years
June 19	Paul Kozlick	Accounting Manager	38 years
June 22	Angela Beusse	Technical Administrator	11 years
June 22	Anastasia Knasiak	Move Manager	1 year

Holiday Hours

Our office is closed on Monday, July 4th in observance of Independence Day. If you need immediate assistance call our after-hours number 888-993-6683.

Newsletter Publication June-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!