

## Peak Season Reminders

Communication is key in every aspect of an excellent move. While we still have a few months left of peak season, we thought it a good idea to refresh our agents on NFC policies and procedures. If you have questions feel free to email Agency Services at [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).

- Advise NFC of blackout dates for servicing offers and accepting SIT: [blackouts@nationalforwarding.com](mailto: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](mailto:removesurveys@nationalforwarding.com).
- All accessorial services must be on a signed 619 or 619-1 – including crates with dimensions & 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 requested **PRIOR** to performing the service.
- 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 NTS. The Gross, Tare, Net and [ProGear](#) weights must be called or emailed to our office no later than 3 days after the load day and prior to delivery day. If a re-weight is requested, it **must** be performed prior to delivery to residence or SIT and called into the office ASAP. Send weight info to: [originweights@nationalforwarding.com](mailto:originweights@nationalforwarding.com).



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- The **driver must** return weights and inventories to the **origin agent** ASAP. Origin agents need to send the shipment documents to the base within 7 workdays. Check our website for an updated [base email list](#). Origin agents should contact our office if the driver has not returned the paperwork to your office: 800-323-9125 or [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).
- 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.
- Keep track of all parts and hardware – they are necessary for proper assembly.
- Advise [nfcooperations@nationalforwarding.com](mailto:nfcooperations@nationalforwarding.com) or 800-722-9144 of **ETAs**, direct deliveries and delivery out of SIT – BEFORE THEY OCCUR.
- All military customers are entitled to a full unpack & debris removal on the day of delivery.



- Excellent representation in every major marketplace through our network of professional agents
- Providing the highest quality, most complete and competitive International relocation services
- One call, one international carrier, one carefully coordinated move

800-323-1963

[info@worldrelocations.com](mailto:info@worldrelocations.com)

[www.worldrelocations.com](http://www.worldrelocations.com)

## U.S. Bank Announces Fee Increase

*As reported by AMSA on July 12, 2016*

U.S. Bank has announced that it intends to increase its fee per invoice in the U.S. Department of Defense household goods program from 1.00 percent to 1.33 percent as of October 1, 2016.

With this change coming during the middle of the 2016 rate cycle, TSP's won't have a chance to increase their rates to cover this increase until the 2017 Rate Filing. AMSA has taken action by urging the SDDC to approve a line item pass-through charge, billable on every DoD HHG invoice, beginning with any shipment billed between October 1, 2016, through May 14, 2017. We have also asked for the pass-through to be in the amount of 0.40% due to the extra administrative, programming and line item billing associated with the change. There are numerous precedents for such a surcharge and we are hopeful that the SDDC will agree to our request.

This increase will also affect NTS Agents doing business within the DoD program. These additional fees can be added into your Tender of Service rates on file with the Storage Management Office (SMO). Rate changes are accomplished by completing a rate change sheet and certificate of independent pricing, which should be emailed to the responsible SMO team. These changes must be sent to the SMO no later than the 9th day of the preceding month when rates are to be effective: for example, for a rate change to be effective October 1, 2016, the supporting documents must be submitted to the SMO by September 9. Below are the email addresses for the respective areas. If you're unsure of the area you fall into, please use the General mailbox.

SMO General mailbox: [usarmy.scott.sddc.mbx.pp-smo@mail.mil](mailto:usarmy.scott.sddc.mbx.pp-smo@mail.mil)

Central SMO: [usarmy.scott.sddc.mbx.csmo@mail.mil](mailto:usarmy.scott.sddc.mbx.csmo@mail.mil)

Western SMO: [usarmy.scott.sddc.mbx.wsmo@mail.mil](mailto:usarmy.scott.sddc.mbx.wsmo@mail.mil)

Southeast SMO: [usarmy.scott.sddc.mbx.sersmo@mail.mil](mailto:usarmy.scott.sddc.mbx.sersmo@mail.mil)

Northeast SMO: [usarmy.scott.sddc.mbx.nersmo@mail.mil](mailto:usarmy.scott.sddc.mbx.nersmo@mail.mil)

Updates will be provided as more details become available. If you have any questions, please contact John Becker at [jbecker@moving.org](mailto:jbecker@moving.org).

Thank you for being an AMSA member.

U.S. Bank message:

*Dear Valued Client:*

*Since 1998, the United States Federal Government has depended upon U.S. Bank Freight Payment to deliver timely, accurate payment and pre-payment audit services with the highest level of readiness, performance and value. In order to maintain and surpass Government readiness and performance requirements, U.S. Bank continuously invests in U.S. Bank Freight Payment to ensure we protect against cyber-attacks and provide world-class disaster recovery and continuity-of-business capabilities.*

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Government and commercial shippers and their carriers benefit from patented transportation specific product features, robust reporting, best-in class pre-payment audit capabilities and an increasingly broad array of service support models delivered through U.S. Bank Freight Payment. To ensure continued value, U.S. Bank is changing its pricing structure to a shipper driven model. As a Government carrier, you benefit from quick payment and exception resolution, 24x7 support and easy collaboration through U.S. Bank Freight Payment.

**Effective immediately, Schedule 1: Fees document will be added to your existing agreement.** This Schedule is in addition to any Schedule or Pricing Addendum currently attached to your existing agreement which continues unchanged.

## [Schedule 1: Fees](#)

**Effective October 1, 2016**, pricing in the Schedule 1: Fees will take effect for carriers billing Tier 1 shippers. Today, the United States Federal Government or any of its agencies including the Department of Defense, Department of State, Department of Homeland Security and Department of Health and Human Services are the only Tier 1 shippers. The charge per invoice will be 1.33% of the invoice total, based on the current Wall Street Journal Prime Rate. As part of this pricing change, U.S. Bank will eliminate all carrier user and transaction fees on invoices for Tier 1 shippers.

If you do business with both the Government and commercial shippers, only your Government business is impacted at this time.

We value your business and remain committed to providing the carrier community with a level of service that is unmatched by any other freight payment provider. If you have questions, please refer to the FAQ document, or contact us at 877.856.4974 or email [carrier.support@usbank.com](mailto:carrier.support@usbank.com).

## [Carrier FAQ](#)

Sincerely,  
U.S. Bank Corporate Payment Systems

## NFC Website Updates

No more searching for fuel surcharge info! Simply go to our website [www.nationalforwarding.com](http://www.nationalforwarding.com) and click on the red box marked Fuel Surcharge. The information is listed chronologically starting with the most recent dates.



## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Excellent job! The crew at Piedmont Moving & Storage out of Fayetteville, NC, took care of our packing, moving, and unloading (as we had a door-to-door move). They were very professional and did an outstanding job! The packers and loaders were quick but careful. All of our HHG arrived at destination exactly as it left NC. The unloading at destination was quick. We requested a complete unpack and all expectations were met to our satisfaction. Thanks for a smooth and stress-free move!*

Origin & Hauler: Piedmont Van & Stge Co., Fayetteville, NC



*Woodland Moving was a great company. They took care of my HHG as if they were their own. They made it extremely easy and there was no need to file any sort of claim. My HHGs were direct delivered, as requested. Everything worked out perfectly.*

Origin & Hauler: Woodland Moving & Whse, West Hartford, CT

*This was the best move he has had in 20 years. The driver was superb. He was big help in keeping things organized.*

Origin: Thompson M/S, Clarksville, TN  
Hauler: All Ways Moving & Stge., Washington, PA

*Attitude and motivation of both crews at origin and destination were the best we have ever had. Hard working and made sure our requests were honored.*

Origin & Hauling: Coastal Moving Company, Jacksonville, NC under Wheaton Van Lines

*Luck (lead packer, driver, and overseer) was the most professional and best I've seen since doing nearly 20 years of military moves. Nothing was broken and they gave us a fantastic experience--great crew.*

Origin & Hauling: Lambert Transfer & Storage, Opelika, AL under North American Van Lines

## COMPANY NEWS

### Happy Anniversary

July 2	Akira Williams	Claims Assistant	17 years
July 8	Christine Shuflit	Move Manager	1 year

### Newsletter Publication July-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!

