

COMMUNICATION IS KEY IN EVERY ASPECT OF AN EXCELLENT MOVE

Here are a few reminders for agents and haulers to keep those scores high and Letters of Warning out of sight!

- Advise NFC of blackout dates for servicing offers and accepting SIT
- Pro gear must be annotated on the inventory with a description of the item and weight, either from a scale or constructive
- Keep track of all parts and hardware
- All shipments need a new light and heavy weight (including NTS) and need to be reported to NFC with the pro gear weight within 3 government business days
- The driver must return weights and inventories to the origin agent
- Keep NFC posted of ETAs and direct deliveries – DPS needs to be updated in a timely manner
- Military customers are entitled to a full unpack & debris removal on the day of delivery
- Reweighs must be performed before placing a shipment into SIT when requested. All reweighs must be reported within 24 hours and the reweigh tickets must be sent to us for submission to the PPSO within 5 government business days.



National Forwarding Co., Inc.
2800 Roosevelt Road
Broadview, IL 60155
Ph: 800-722-9144
nfcnewsletters@nationalforwarding.com

IN THIS ISSUE

Communication	1	NFC Website Updates	3
Scott AFB Access	2	Good-bye Summer Help!	4
Upcoming Events	3	Agent Kudos	5
CSS Survey Scores	3	Company News	6

Real ID Act Enforced at Scott AFB, IL

The following is information taken directly from the Scott AFB website regarding base access.

375th Security Forces Squadron / Published August 11, 2016

In accordance with the REAL ID Act of 2005, visitors seeking access to military installations using state driver's licenses from Missouri, Minnesota, Washington and American Samoa will no longer be authorized unescorted access without additional documentation, such as a US passport.

If visitors do not have a passport or another form of federally recognized photo ID, then they must be escorted by a sponsor while on Scott AFB.

The REAL ID Act of 2005 enacted the 9/11 Commission's recommendation that the Federal Government "set standards for the issuance of sources of identification, such as driver's licenses." To date, the above states and territories have not made adequate progress in meeting these security standards and, therefore, those state driver's licenses may not be used for unescorted base access as of Aug. 15.

What does this mean? The base is no longer authorized to approve unescorted visitor passes through the Scott AFB Visitor Control Center for visitors with driver's licenses issued by Missouri, Minnesota, Washington, and American Samoa unless they have another federally recognized photo ID.

Without another form of approved identification, visitors must be physically escorted onto Scott by a member with a DoD identification card. All delivery and transportation companies must also comply with the Act. Of note, the rule does not affect valid and current passes previously issued before Aug. 15.

The following is a list of acceptable federally recognized photo IDs that can be used in lieu of a driver's license from Missouri or the other states/territory as noted.

Acceptable Forms of Federally Recognized Photographic Identification

- Driver's licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent) in accordance with REAL ID enforcement schedule (www.dhs.gov/current-status-states-territories)
- U.S. Passport
- U.S. Passport Card
- U.S. Permanent Resident Card (Form I-551)
- Employment Authorization Document issued by DHS (Form I-766)
- An ID card issued by Federal, State, or local government agencies with all the required REAL ID Act information
- U.S. Coast Guard Merchant Mariner Cards/Credentials
- Personal Identification Verification (PIV) card issued by the Federal Government
- Interoperable (PIV-I) cards issued by Non-Federal Government entities
- DHS "Trusted Traveler" Cards (Global Entry, NEXUS, SENTRI, FAST)
- Merchant Mariner card issued by DHS
- Border Crossing Card (Form DSP-150)
- U.S. Certificate of Naturalization or Certificate of Citizenship (Form N-550)
- U.S. Refugee Travel Document issued by DHS containing a photograph (Permit to Re-enter Form I-327 and Refugee Travel Document Form I-571)
- Veterans Health Identification Card issued by the U. S. Department of Veterans Affairs
- Foreign Government Passport

Visit the DHS web site for additional information: www.dhs.gov/real-id-enforcement-brief. Please contact the Security Forces Visitor Control Center at 618-256-2008, for any questions.

Upcoming Military and Industry Events

- September 13 SDDC [Personal Property Forum](#) Arlington, VA
- September 19 - 20 [CPPC Fall Meeting](#) Las Vegas, NV
- October 21 - 24 IAM Annual [Meeting & Expo](#) New Orleans, LA



Customer Satisfaction Survey Scores

The mean (average) scores for the 1 October 2016 are:

dHHG	85.85
iHHG	84.41
iUB	86.40
OTO	78.87

To compare the mean (average) scores for 1 October 2015 were:

dHHG	86.27
iHHG	84.07
iUB	86.83
OTO	77.44



NFC Website Updates

We have updated the [homepage of our website](#) to include easy access to the Fuel Surcharge. Simply click on the red box marked Fuel Surcharge and you will be directed to past and present information.



Good-bye Summer Help!

We would like to thank our summer help for getting us through this peak season. We couldn't have done it without you!

Kyle Charlier	Move Management	Kyle is returning to Indiana University in Bloomington, as a junior studying Finance and Supply Chain Management.
Greta Cuksyte	Billing	Greta is returning as a senior to Benedictine University in Lisle, IL studying Accounting and Business Analytics. The good news is she will continue working with us on a part time basis!
Jennifer Frueh	Billing	Jennifer is returning to Elmhurst College, in Elmhurst, IL as a senior to study Finance.
John Kawka	Operations	John is returning to graduate school at Arizona State University.
Noel Meaney	Billing	Noel is returning to the University of Virginia, to study Chemical Engineering.
Jake Tablerion	Claims	Jake is returning to the University of Illinois in Champaign-Urbana as a sophomore to study Kinesiology.

We wish our summer help the best of luck at school and hope they will be back next season!

Good Luck!!!!



WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

Excellent from beginning to end. Packers at origin were very good. Driver and load crew were good and fast! Destination was no different very nice job all around. Will request this company for next PCS!

Origin: Kansas V/Stge Criqui Corp, Topeka, KS

Hauler: Lompoc Moving & Storage, Lompoc, CA hauling under Atlas Van Lines, Inc.

Destination: Allstate Moving Systems, Poway, CA

Phenomenal job. For the first time in my 14 years of service, I've been truly satisfied with Barnes Van Lines. Thank you.

Origin and hauling: Barnes Moving & Stge., Carrollton, GA

Outstanding customer service and work ethic. The packers, loaders and driver were exception during the move. They took great care of the household goods and furniture as if it was their own. It will be with great pleasure and upmost confidence that this transportation service provider will be recommended to my colleagues and friends.

Thank you for making this transition stress free and a SPECIAL THANKS to these employees.

Origin and hauling: Simmons Amerimove, Tallahassee, FL

We had a great experience with this TSP. The movers on both ends were reliable and friendly. We appreciated the great work!

Origin and hauling: American Moving & Storage, Leesville, LA

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

Excellent job by Stewart Moving and Storage. Stewart Moving and Storage ensured professional oversight and contacted me multiple times throughout the packing and loading to ensure that everything was going well. During the packing phase, Mr. Johnny Lewis was large and in charge with every step of the process. His crew was professional and handled our stuff as if it was their own. Everyone was extremely respectful and courteous. For the load phase, Mr. Mike Lewis was the crew leader and demonstrated a degree of ownership that made us feel confident that our household goods were in good hands. Mr. Mike Lucas is an excellent representative of Stewart Moving and Storage. With his proactive involvement and close oversight of the team of professionals that he brought with him, our move could not have gone any better. I don't know if Mr. Mike conducts a game plan talk with the crews that he works with prior to the start of a job, but I'll tell you that during the load, unload, and unpacking process, we were extremely happy with the care and professional courteousness that were displayed. Obviously, Mr. Lucas is a dedicated professional who clearly understands just how vulnerable folks feel when they are involved in a household move.

Origin: Stewart Moving & Storage of Baltimore, Baltimore, MD

Hauler: Stewart Moving & Storage, Midlothian, VA

AGENT KUDOS

COMPANY NEWS

Happy Anniversary

August 1	Diana Cevizovic	Billing Technician	5 years
August 4	Arlene Kozlick	Internal Auditor	34 years
August 6	Vickie Carroll	Claims Adjuster	14 years
August 13	Kim Loughman	Claims Adjuster	9 years
August 13	Alycia Molenaar	Move Manager	2 years
August 24	Melissa Kuzma	Move Manager	1 year

Congratulations

Congratulations go out to Tracie DePasquale in our Billing Department. Tracie and her husband Dino welcomed a baby boy, Dino Michael, on July 23rd. Mom and baby are doing well!

Labor Day Holiday Hours

Our office will be closed on Monday, September 5th in observance of Labor Day. Dispatch can be reached in an emergency at 888-993-6683.

Here are some fun facts about Labor Day:

- The first celebrated US Labor Day was on Tuesday, September 5, 1882 in New York City.
- On average, Americans worked 12-hour days, 7 days a week during the Industrial Revolution 1760-1820.
- Oregon was the first state to celebrate Labor Day as a legal holiday in 1887.
- To most people Labor Day is viewed as the unofficial last day of summer.