

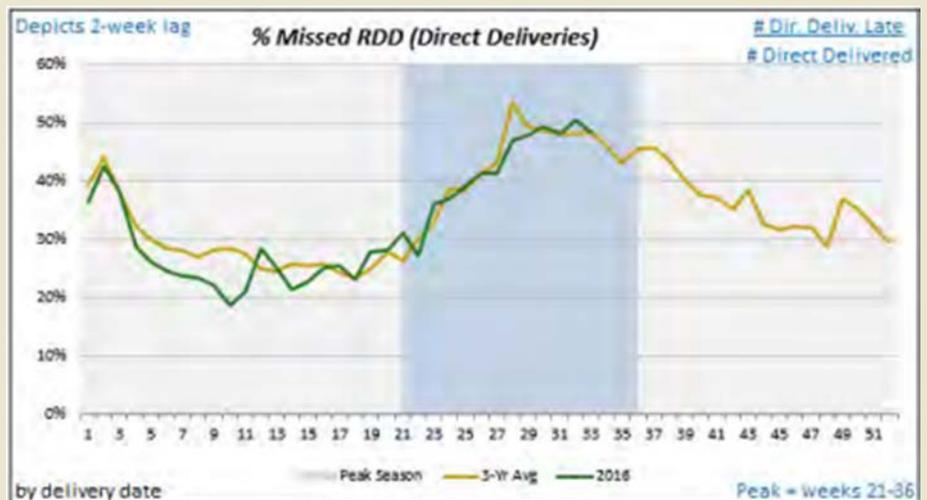
## 2016 Personal Property Forum Review

This fall's SDDC Personal Property Forum was held on Tuesday, September 13th in Arlington, Virginia. The event was well attended by SDDC staff, Transportation Service Providers, Agents and the Armed Services. The following article provides a summary of some key topics discussed at this fall's PPF. Slides from the PPF can be found on the homepage of our website [www.nationalforwarding.com](http://www.nationalforwarding.com).

### Opening Comments

Lieutenant Colonel Todd Jensen welcomed the group and began his presentation talking about an overall good peak season. The Colonel briefed the audience on SDDC statistical slides which included a shipment volume that decreased 1.35% from 2015 and 5.4% over the last three years. The decline falls closely in line with the overall reduction in troops that the services have reported during these same periods of time. While volume was slightly down, capacity spikes were seen leading up to the Fourth of July holiday which also accompanied increased blackouts during this period of time. However, overall TSP blackouts decreased from 2015 to 2016, something the Colonel attributes to increased blackout proficiency on the part of the TSP. This summer's peak season also saw a decline in Code 2 bookings which was indicated to likely continue moving forward allowing the TSP to crate/freight shipments that they see fit for containerized movement.

However, far and away the leading topic that was discussed by Colonel Jensen was the data provided from the missed RDD slides. The Colonel stated that this data has caught the attention of TRANSCOM and the higher ups and is an area of concern. The Colonel was very quick to point out that SDDC is working through some problems with the data which has led to increased reporting of the missed RDDs. The Colonel speculates that the actual figure for missed RDDs at the peak is somewhere between 15-20%. Industry members in attendance were very quick to point to the CSS data contained in the slides which shows that 92.40% of customers were satisfied with the timeliness of their delivery.



This chart can be found on page 13 of the PPF slides



National Forwarding Co., Inc.

2800 Roosevelt Road  
Broadview, IL 60155  
Ph: 800-722-9144

[nfcnewsletters@nationalforwarding.com](mailto:nfcnewsletters@nationalforwarding.com)

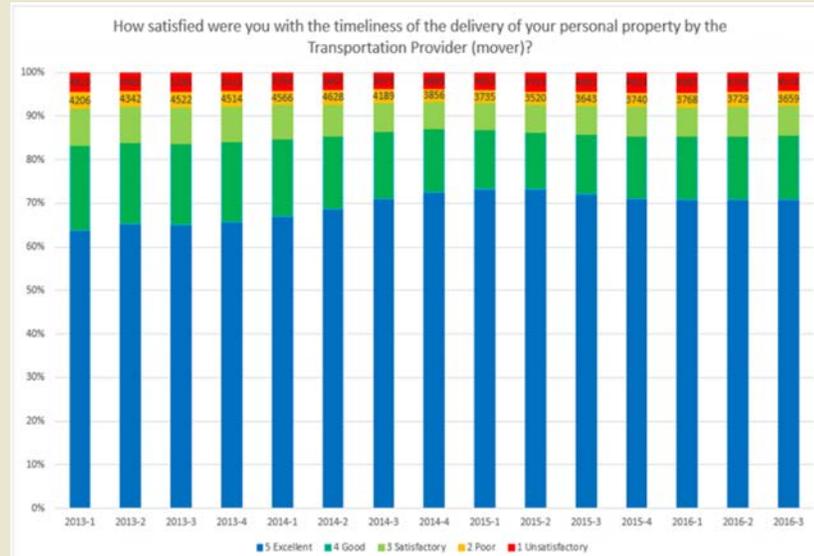
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## Q8: Delivery Timeliness

PP	:-)	:-(
2013-1	91.73%	8.27%
2013-2	92.18%	7.82%
2013-3	92.05%	7.95%
2013-4	92.18%	7.82%
2014-1	92.56%	7.44%
2014-2	92.77%	7.23%
2014-3	93.16%	6.84%
2014-4	93.27%	6.73%
2015-1	93.00%	7.00%
2015-2	92.58%	7.42%
2015-3	92.38%	7.62%
2015-4	92.17%	7.83%
2016-1	92.10%	7.90%
2016-2	92.26%	7.74%
2016-3	92.40%	7.60%
Average	92.45%	7.55%



This chart is from page 21 in the PPF Slides

### Transit Times

Mr. Dave Jones, SDDC, spoke about SDDC's continual review of the transit times in the program. Concerns were raised about the current transit times that many believe have been in use for over 40 years with very little adjustment. The environment today is much different as it pertains to base access, driver shortage and increased regulation on the industry's drivers' hours. Both the International Association of Movers (IAM) and American Moving & Storage Association (AMSA) are closely studying this topic with work groups being performed to help increase SDDC awareness of the challenges that lie ahead, specifically as they relate to the December 2017 mandate that requires our Industry's drivers to have electronic logs. Some estimate that changes upcoming in 2017 will result in a 20% loss in driver's hours.

### HAFC – JPPSO South Central

Mr. Herb Schecht from the Quality Assurance Department at JPPSO – South Central (formerly JPPSO San Antonio) spoke about a few quality assurance topics as they pertain to their Area of Responsibility (AOR) including Letters of Warning/Suspension (LOWs and LOSs) and reweighs.

Mr. Schecht's Quality Assurance Team has taken a hard stand this summer having issued 7,132 LOWs as of their data pull on July 25<sup>th</sup>. The most occurring infraction was missed RDDs, weight ticket issues (including failure to submit origin paperwork in a timely manner) and TSP failure to post scheduled delivery date information in DPS. Nearly 50% of the LOWs were for missed RDDs which Mr. Schecht explained was both shipments delivering into SIT and direct to residence. Industry concern was voiced addressing what was believed to be a lack of consideration being paid to the inconvenience on the customer as LOWs were being issued on shipments going into SIT where the customer was not looking for their shipment.

Mr. Schecht spoke about the improved reweigh performance but needed improvement of reweighs, with 75% of reweighs being completed when requested at the time of their data pull. Insight was also provided indicating that in most instances HAFC will request a reweigh when a domestic shipment is over 12,500 lbs./ 7,000 lbs. for International.

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## Base Access

Colonel Todd Burnley, Office Secretary of Defense – Transportation Policy, spoke about updates to base access. Currently, the Transportation Workers Identification Card (TWIC), is an acceptable form of ID for base access. The OSD is currently underway rolling out electronic physical access control systems (ePACS) to allow for electronic scanning of the TWIC and other IDs. The electronic scanning will allow for three-year registration into the ePACS's system. Once registered, the bases will be allowed to do "fitness" scans of a registrant's background. These scans are estimated to take 30 seconds and greatly reduce base access time. While the OSD fully acknowledges that the TWIC is the industry's best chance at fixing this problem, each Base Commander will have full control to increase security at their installation as they see fit.

## Quick Hits...

- Roni McDaniels, DPS Program Manager, was on hand to discuss upcoming changes to the DPS System as well as discuss best business practice measures being taken to ensure improved performance of the system. The program management office has set an expectation for system availability at 98+%. July 2016 fell short of expectations at 96.37%.
- USTRANSCOM does not expect to receive further DPS foreign national access and thus those operating DPS from outside of the United States will no longer be able to access as of 9/27/17. SDDC will be in contact with those impacted for further guidance.
- DPS is currently undergoing a claims interface redevelopment after previous attempts have failed to capture what the system needs. There is currently no timetable for a scheduled release.
- NTS Adjudication is still underway with 53.4% of the project being completed. NTS Contractors are encouraged to continue to submit their invoices for review, however to apply due diligence in doing so through confirming you have not already been paid. Review of paid invoices has slowed progress and PPSOs would like to avoid this moving forward.
- SDDC will look at granting approval for long delivery out of SIT in instances where the GBL destination does not have an approved warehouse within 30 miles.
- SDDC is currently reviewing the process in which a shipment is converted to member's expense for standardization. Better notification of conversion to the customer is part of the project's goal.
- SDDC confirmed electronic inventories are approved in the program, however reinforced that the customer must receive a printed copy (emailed does not count) when electronic inventory is used.
- The US Bank decision to increase the Powertrack fee to 1.33% is a change that SDDC had no part in. The contract with US Bank is held by USTRANSCOM's Acquisitions Team. Insight could not be provided at this time as to whether Industry would be getting a refund due to the change occurring mid-rate cycle.
- Concerns were brought by AMSA Director, John Becker, pertaining to the increased difficulty getting certain preapprovals approved, specifically crates. Industry is asking for more time so that items such as crates can be constructed prior to the shipment pickup date.



## ***Impactful Changes to the 2016 400NG***

### **2016 400NG Changes**

#### Crating

**Billable crating dimensions** are now restricted to a maximum of 3 inches beyond any single dimension (length, width or height) of the item being crated. When requesting preapproval for crating, please provide the item's actual dimensions.

**Flat Panel TV** crating can be requested if the screen is 75" or greater diagonally. Requests are still subject to base approval.

**Memory foam mattress** handling changed to best commercial practice for movement. This is a change from past language that removed the ability for the PPSO to approve crating.

#### Pickup and Delivery Service Applicable at Third Party and Self-Storage Warehouses

**Pickup or delivery to a self-storage unit** clarification has been added removing the ability to invoice for Item 225A/B when primary pickup or delivery is a customer's rented storage unit. The new language requires for loading or unloading into such unit at no additional cost to the government.

#### Extra Labor

**Dock releases** are an acceptable way for the customer to accept their shipment after being in SIT. While Item 210 (delivery out of SIT) is not billable, we are now able to request labor for placing items on the dock. If assistance will be provided to the customer for loading an additional preapproval must be requested for this service.

***Note: Preapproval must be requested and approved prior to the services being performed.***

### **Mapping the changes to the International Tender**

#### Item 216 Storage-In-Transit (SIT) – HHG, Letter – H:

Wording was added stating that the minimum weight does not apply to each portion of a split/partial shipment.

#### Crating

- External crating will only be approved when any one of the items dimensions exceed those of a Type II container (45" X 85" X 97" at 195 cu ft)

*Effective for shipments picking up 5/15/16 – 8/14/16 only:*

- 1) External crating shall be limited to \$1,000 maximum per external crate.
- 2) Foam or Comparable Mattresses (Tempur-Pedic included) may only be authorized for internal crating if approved by the PPSO.

*Effective for shipments picking up on or after 8/15/16:*

- 1) External crating shall only be limited to \$1,000 maximum per external crate if the item being crated can stand alone. This means that two wheel motorcycles and other items that cannot stand alone can be billed at the actual tariff cost not to be capped at \$1000.
- 2) Foam or Comparable Mattresses (Tempur-Pedic included) may now be authorized for either internal or external crating.

## Someone You Should Know

### NEC Move Managers



It's always nice to put a face behind the name of the person you are doing business with. Our Move Managers are hard at work bringing in the surveys needed to bring us future business. We are so lucky to have such a great staff working at National Forwarding Co., Inc. Their dedicated efforts help our service members during the move process. Our wonderful agents work hand in hand with our Move Managers to ensure a perfect move. Thank you for the team effort put forth by all to get through this Peak Season!

Our Move Managers on left, bottom to top: Tia Scott, Jamie Garrett, Melissa Kuzma, Evelyn Soto, Gabriela Vasquez, & Josh Gaddam.

On right, bottom to top: Deborah Marciniac, Christine Shufflit, Anastasia Knasiak, Alycia Molenaar, Britney Kappel, & Diana Gallegos.

Not pictured are Move Managers who work off site: Amy Barkoozis, Courtney Rose, Natalie Echeverria, Paulette Sherman, Tavia Westbrook, & Trish Arpin.



What an incredible summer it has been for the International Division!

We would like to take this opportunity to thank the many service providers that work with us every day to insure that our customers receive the highest quality service available in the industry. Everyone benefits when we all work together to give the customer the best possible move experience. THANK YOU!

We service all international product segments including DOD, GSA/DOS, Corporate, Commercial, and Private Transferee. If you are an experienced international service provider and you are not currently working with us, we want to hear from you! Please call or email us and we can discuss further.

Name	Direct Line	Email
<b>Susan Staszewski</b> Vice President	708-450-2940	Susan.staszewski@nationalvanlines.com
<b>Jill Finnigan</b> Director Sales/Operations	708-450-2943	Jill.finnigan@nationalvanlines.com
<b>Kristin Louapre</b> Senior Commercial Coordinator	708-450-2947	Kristin.louapre@nationalvanlines.com
<b>Petra DeFrance</b> DOS Coordinator	708-450-1911	Petra.defrance@nationalvanlines.com
<b>Jackie Thomas</b> GSA/DOS Coordinator	708-450-2942	Jackie.thomas@nationalvanlines.com
<b>Stephanie Benitez</b> DOD Lead Coordinator	708-450-2941	Stephanie.benitez@nationalvanlines.com
<b>Jennifer Farrell</b> DOD Coordinator	708-450-1915	Jennifer.farrell@nationalvanlines.com
<b>Tina Empson</b> DOD Coordinator	708-450-2970	Tina.empson@nationalvanlines.com

## Agents Giving Back

### **Coastal Moving & Storage, Savannah, GA**

Congrats to Coastal Moving & Storage, for being [Move For Hunger's](#) August Mover of the month. Move For Hunger teams up with relocation companies across the country. These relocation companies offer to pick up the unwanted, non-perishable food items from those who are moving and deliver it to their local food banks. Since Coastal Moving & Storage became a member of Move For Hunger in November 2015, they have collected nearly 1,000 pounds of food. This equates to about 830 meals for families facing hunger!

### **Gilmore Moving & Storage, Fort Walton Beach, FL**

Gilmore Moving & Storage is moving the [Emerald Coast Autism Center](#) gratis to their new facility at Northwest Florida State College. The Emerald Coast Autism Center (ECAC) is a 501(c) 3 non-profit organization dedicated to educating and improving the lives of young children with autism. The new facility has 10 classrooms and three group classrooms, a speech therapy room, an occupational therapy room, a life skills room, an indoor playground/gymnasium, a multipurpose room with adjoining kitchen, a conference room and administrative offices.

### **Hill Moving Services, Inc., Poulsbo, WA**

In August 2016, prolonged rainfall in southern parts of Louisiana resulted in catastrophic flooding that submerged thousands of houses and businesses. Louisiana's governor, John Bel Edwards, called the disaster a "historic, unprecedented flooding event" and declared a state of emergency. Many rivers and waterways, particularly the Amite and Comite rivers, reached record levels, and rainfall exceeded 20 inches in multiple parishes.

Because of the large number of homeowners without flood insurance that were affected, the federal government is providing disaster aid through the Federal Emergency Management Agency (FEMA). **The flood has been called the worst US natural disaster since Hurricane Sandy in 2012.**

Hill Moving received a call from a Louisiana church, they helped during 2005's Hurricane Katrina. The church is in desperate need of used household furniture for the flooding victims. While it doesn't have to be pretty, they do ask that it be functional. Hill Moving is currently gathering furniture and they ask for haulers to help in picking up and delivering to Louisiana.

For more details on how to help contact Mike Hill:

Ph: 800-891-2444

[mikeh@hillmoving.com](mailto:mikeh@hillmoving.com)

### **54<sup>th</sup> IAM Annual Meeting & Expo**

**New Orleans, LA**

October 21 - 24

Come visit us at booth 906 at the upcoming IAM Annual Meeting & Expo!

We are very excited to announce that our very own Kevin Spealman, Vice President of Claims and Customer Services is receiving the Hall of Honor award!

For more information on how to attend the meeting go to the [IAM website](#).

### **2017 Dispatch Convention**

**St. Augustine, FL**

April 20 - 23

Hosted by National Forwarding Co., Inc. the 42<sup>nd</sup> Annual Dispatcher's Convention will be held in St. Augustine, FL from April 20 – April 23, 2017. We have secured two hotels with group rates for our convention. The details of the convention can be found on our [website](#) along with the agenda and registration form.

We look forward to seeing you there!

AGENT KUDOS

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Great service all around. The packers were professional and took their time to ensure the items were properly packed and protected. The movers were also extremely professional, hardworking, and again, took their time to ensure our items were properly accounted for, packed and delivered.*

Origin: Cardinal Van & Storage, Twentynine Palms, CA

Hauler: Covan Worldwide Moving, Midland City, AL

Destination: Quality Services Moving, Lorton, VA

*Our driver, Big John was incredible.*

Hauler: Carlyle Van Lines, Warrensburg, MO

*My packing crew was the best I have seen in 20+ years of moving.*

Origin: A-1 Moving & Storage, Rolla, MO

*Packers were awesome. We had to do nothing.*

*Delivery driver was very professional and did his job well.*

Origin: Coastal Moving Company, Jacksonville, NC

Hauler: Coastal Moving Company, Jacksonville, NC  
under Wheaton Van Lines authority

*They were great. Very kind, respectful.*

Origin: All Around Moving, Romulus, MI

Hauler: All Around Moving, Romulus, MI under National Van Lines authority.

*Job well done. I like the fact that the moving company was family owned and that the employees have been with the company for a very long time. I really liked the fact that the same people that packed the house were the same people who delivered the household goods. Thank you.*

Origin: Gilmore Moving & Storage, Fort Walton Beach, FL

Hauler: Gilmore Moving & Storage, Fort Walton Beach, FL

*The moving company was stellar. The crew was great and we were pleased with our move on both ends of the transition. Wish every move we had could go so smoothly. Thanks to all who made it happen.*

Origin: Moving Depot, Irvine, CA

Hauler: Moving Depot, Irvine, CA



# COMPANY NEWS

## Happy Anniversary

September 12	Deanna Munizza	Manager, Preapprovals & Authorizations	10 years
September 29	Linda Griffin	Manager, Administrative Services	36 years
September 29	Brittany Kappel	Move Manager	1 year

## Celebrations

Congratulations to our brides! We had a fantastic time showering them this summer with gifts and sweets for their nuptials.

- Jackie Thomas formerly Grzyb in International was married on June 25<sup>th</sup>.
- Britney Kappel formerly Kilburg in Move Management was married August 12<sup>th</sup>.
- Rachel Davis formerly Iorfida in Billing was married on September 17<sup>th</sup>.
- Kaitlin Kinser in Claims will become Mrs. Howard on September 23<sup>rd</sup>.



## Twitter

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