

## NFC's 2017 Resolutions

1. We will continue to provide our military customers with the highest quality service available in the marketplace today.
2. We will continue to work with top quality agents and haulers and treat them with dignity and respect.
3. We will continue to provide our agents with training to help them comply with all [Tender of Service](#) requirements.
4. We will continue to pay our agents and haulers promptly and accurately.
5. We will continue to maintain compensation schedules which are fair and transparent to all stakeholders.
6. We will continue to protect the strength of our agent and hauler partners by making revenue distribution based upon the discount filed.
7. We will continue to protect the business of our agents by assigning shipments for origin services to them, rather than driver pack and hauls.
8. We will continue to have all calls answered by trained individuals who can provide immediate assistance.
9. We will continue to provide copies of claims for damage/loss to all those involved and provide an opportunity for the submission of comments before settlement.
10. We will continue to listen and respond to complaints and concerns promptly. Top management of the company will always be available.



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## A Reminder about Riders

Please remember that when a shipment changes hands, a rider must be completed, with both parties involved in taking or verifying notations. The shipment should remain accessible to the tendering party until they are satisfied. Shipments inbound to SIT should be offloaded into a staging area, where the driver can look for any items that didn't check off, and/or verify any damages ridered by the receiving party.

Riders must be properly signed by both parties (all pages)  
If for any reason there is a discrepancy,  
National Claims Services should be contacted immediately  
at 800-325-6889. Remember also that both parties are free  
to include on the rider any statements/comments that they  
wish – otherwise, it will be considered a joint statement with  
agreement on both sides. A comment disagreeing with  
exceptions however, will not ensure freedom from liability;  
hence the importance of contacting us while both parties  
are still there.

Finally, riders have numbered pages "ie- 1 of 3, 2 of 3, etc."  
and all pages should include signatures, and shipment  
information with date, etc.



## AMSA's 98<sup>th</sup> Annual Education Conference & Expo

February 26-March 1, 2017

Palm Springs, CA



Join us at AMSA's 98<sup>th</sup> Annual Education Conference & Expo. Special events include the MSI Live and Silent Auctions, AMPAC Pinewood Derby, 40Below Events, ProMover Classic Golf Tournament and more! We are at booth 405 and representatives from National Forwarding, National Van Lines International, National Claims Services, and National Van Lines will be there to chat! We look forward to seeing you there!

Go to [the AMSA](#) website for more details!

## Packing & Inventory Review

Review the [Tender of Service](#) for additional requirements

### Packing

- All boxes should be marked with a general description of the contents
- New boxes must be used for any items that ‘touch’ the skin, clothing, linens, mattress, etc.
- When re-using a box, make sure all previous markings and stickers are removed
- Every box or tote must be repacked – nothing is ‘packed by owner’ or PBO
- Boxes must withstand normal movement-use the proper amount of packing paper
- Do not pack hazardous material (including kitchen oil, which can soil items if it leaks)
- Mattress must be placed in a box or plastic bag (a finger should not be able to go through the bag)
- Do not use clothing to wrap or stuff boxes
- Mark box with room (kitchen, master bedroom, living room, etc)
- All nuts, bolts, screws, small hardware and fasteners removed from articles should be properly affixed to the item, preferably in a plastic bag. If they are placed in a parts box, make sure the plastic bag is sealed and marked with the # and item and referenced on the inventory.

### Inventory

- Prepare a legible inventory.
- ALL pages of the inventory must have the header and footers filled out.
- All electronics must be annotated with the make, model and serial number.
- Chests, dressers or cabinets must be marked as ‘empty’ or advise of contents.
- Be specific on upholstered furniture & rugs – blue striped, two cushion love seat, brown leather.
- Do not use general descriptions-  
The term décor is too general, list the room and what kind of décor, was it holiday, artificial flowers, pictures, etc
- Do not use quotes, vertical drawn lines, or miscellaneous
- Pro Gear – Please review TOS explanation:  
Ensure that the term “M-PRO” is used to identify a military member’s PBP&E and the term “S-PRO” is used to identify a military spouse’s PBP&E on the inventory. In addition, use of the term “consumables” will be used on the inventory when shipment of consumables is authorized for movement on a BL. All PBP&E and/or consumable items will be identified as such on the inventory, together with the cube and weight of the container; a line entry item for each container (e.g., carton M-PRO/S-PRO, 6 cubic ft., 150 lbs). All PBP&E items identified by the member, member’s spouse or employee will be separated from other items of the shipment. PBP&E must be segregated between the military member’s PBP&E and spouse PBP&E, placed in separate boxes or cartons, marked, weighed and inventoried separately. The total weight of the PBP&E must be entered into DPS. If the shipment contains consumables, the total weight of all consumables will be entered into DPS. When it is impossible or impractical to weigh the PBP&E or consumables, a constructive weight, based on seven pounds per cubic foot, will be used.

## 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 at the Casa Monica Hotel in St. Augustine, FL from April 20-April 23, 2017. The Casa Monica Hotel is now completely booked and limited rooms are available at the [Hilton St. Augustine Historic Bayfront](#).

### Convention events include:

- Two golf outings
- "Corks and Forks" Tasting Tour
- St. Augustine Ghost & Pub Tour
- Private Shooner Charter

Come and relax, enjoy some fun in the sun and put those faces to the names you know from our industry. Visit our website [www.nationalforwarding.com](http://www.nationalforwarding.com) for details or download our [registration form!](#) Contact Eileen Sherman at [Eileen.sherman@nationalforwarding.com](mailto:Eileen.sherman@nationalforwarding.com) or 800-722-9144 for questions.

Registration forms will be due by March 1, 2017, so we can accurately plan for our group.

## Industry News

### ***Fuel Surcharge***

The national average for diesel fuel was announced on January 2<sup>nd</sup> by the Department of Energy at \$2.586. The fuel surcharge corresponding to that price in the 400NG Tariff is 1%.

This is the first fuel surcharge on DOD shipments that will be applicable since September 15, 2015. TSPs are required by law to remit the entire fuel surcharge they bill to the party responsible for paying the fuel costs.

### ***PowerTrack Fee***

On December 15, 2016, the Fed announced an increase to the prime interest rate which is used by U.S. Bank to determine calculation of the PowerTrack Fee. The new PowerTrack fee is 1.355%. As in the past, we will evaluate this change to all future shipments billed picking up on or after December 15, 2016., and on all SIT and supplemental invoices billed on or after January 1, 2017.



## Base Access

Base Access has been a focal issue for our Industry since changes were made with the post 9/11 security process. The challenges associated with the issue have received the attention of the Office of the Secretary of Defense's Transportation Policy Division and a bill has been recently passed to ensure drivers will be allowed to use the TWIC as a valid form of identification at military bases. (See *Transportation Topics* article "[Defense Bill to Allow Drivers to Use TWIC Cards as ID at Military Bases](#)" – December 22, 2016).

Since the beginning of the year, multiple incidents are still being reported to NFC stating that driver's TWIC was not accepted as a valid form of identification. While we believe these incidents to be isolated and likely the result of misinformed individuals at the gate, we are asking all agents and haulers to continue to provide feedback when these types of incidents occur.

We are also kindly asking our Military Installation partners reading this to assist us with any further information you can supply so we can advise our agents and haulers.

Without knowing what the proper identification is, it slows down the packing and loading process for agents and haulers and causes headaches that we'd like to avoid for our men and women in uniform.

Please contact Agency Services at 800-323-9125 or [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com) if your drivers are having trouble accessing installations or if you have general comments.



# MOVING

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## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Great Job. Continue the good work for soldiers.*

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

Hauler: City Moving & Storage Co., Lawton, OK under Wheaton Van Lines

*The company was very professional and so far the best moving company I've worked within the past 17 years.*

Origin & hauler: Piedmont Van & Storage Co., Fayetteville, NC

*Very happy with the move. Very satisfied. Best one since being in the military.*

Origin & hauler: Lippincott Van Lines, Winsted, CT

*They were an excellent crew, they were very good at keeping them informed about their shipment. Highly recommend them for future moves.*

Origin: Thompson Moving & Storage, Inc., Clarksville, TN

Hauler: Thompson Moving & Storage, Inc., Clarksville, TN under National Van Lines authority

*From the beginning to the end everyone were nice, had excellent attitudes and they worked hard.*

Origin: Moving Depot, Irvine, CA

Hauler: Covan Worldwide Moving, Midland City, AL

Destination: City Van & Storage, Inc., Oklahoma City, OK

*Best moving company ever. Both parties involved.*

Origin & hauler: Harrison's Moving & Storage Co. Inc., Chesapeake, VA

Destination: Fountain Moving & Storage, Savannah, GA

*It was the best move that I had in my 20 year career, the guy [driver] Carll was an awesome guy and still talk to him.*

Hauler: National Van Lines, Broadview, IL driver Carll Smith

*[They] were very professional and flexible.*

Origin: Coastal Moving Company, Jacksonville, NC

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

Destination: Southern Cal Moving & Storage, Corona, CA

# AGENT KUDOS

# COMPANY NEWS

## Happy Anniversary

January 5	Jim Rostis	Vice-President, I.T.	23 years
January 6	Deborah Marciniac	CSS Analyst & Training Supervisor	3 years
January 11	Dawn Jurkovich	Claims Adjuster	5 years
January 11	Jana Domagala	Claims Adjuster	5 years
January 19	Laurie Johnson	Claims Adjuster	1 year
January 19	Kristi Tablerion	Claims Adjuster	1 year
January 26	Kevin Anda	Dispatcher	8 years
January 29	Michael Wilson	Director, DOD Programs	10 years
January 30	Michael Czarnecki	Assistant Claims Manager	5 years

## Promotion

Rachel Davis - Billing Supervisor

Rachel started in the Claims Department at National Forwarding Company, Inc. in 2007, while still in college at Northern Illinois University. After graduating with a degree in Corporate & Organizational Communications, Rachel was hired as a full-time employee in the Billing Department in October of 2010.



With her promotion, Rachel will assume oversight of the day-to-day billing functions including new hire training and overseeing all aspects of the original billing process for all domestic and international DOD shipments. Rachel's strong work ethic and knowledgebase make her very deserving of this promotion. We are lucky to have her as part of our team!