

## Sweat the Small Stuff!!

Whoever came up with the expression “Don’t Sweat The Small Stuff” definitely did not work in the moving industry and they most certainly did not provide service to our men and women in uniform! It is careful attention to the small details that results in customer satisfaction.

Of course our customers need to have their shipments picked up and delivered on time without loss or damage, but there is more to it than that....Make sure your crews are in uniform and have them meet you at the agency early in the morning so they can get to residence. Have all the right tools and equipment. Call the customer in advance to confirm delivery. Make sure the crew chief has the customer's phone number so he can call if there are going to be any delays. Take the time to talk to the customer about the things that are most important to them. Then make it a point to take care of them in a special way.

Make sure you do the inventory properly. Don't forget, that inventory is going to be reviewed by the customer and our own personnel if there are any questions about damage or loss. A bad inventory makes the process much more difficult for everyone, especially the customer. Fill it out legibly and correctly using the Tender of Service as your guide.

At delivery, make sure the customer knows your schedule. Don't leave them in the dark as to when you're going to arrive. They need advance notice to make sure they are available to accept delivery. Call ahead to make sure you have labor lined up. Make sure they understand what their mission is – 100% customer satisfaction.

Any of these can be characterized as "the small stuff." But they all add up to be huge! We are being judged by the accumulation of all of the "small stuff!"



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## Tender of Service – Inventory Procedures

Please review the requirements listed in the [Tender of Service](#) for proper inventory procedures with your packing crews and drivers. Numerous Letters of Warning have been issued for not following the procedures set forth. The JPPSO calls them '**subpar inventories**' and are included on the 2017 Peak Season TOS Enforcement Action Plan. See our [memo](#) dated 26 January 2017 for specific details.

Listed below are a few of the major violations:

- Please prepare a LEGIBLE inventory. Make sure the customer name and GBL # appear on every page and each page is numbered.
- List and describe items of property to the extent necessary to properly identify them. Do not use general descriptions:
  - Décor is too general – list the room and what kind of décor: holiday, artificial flowers, pictures, etc.
  - The listing of upholstered furniture and rugs must be specific as to the color and description (e.g., striped or floral, number of cushions, approximate size).
- List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as "**empty**" if there are no contents.
- Parts box – items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., "nuts, bolts, screws for inventory #55-Baby crib").
- Do not use 'ditto' marks or vertical drawn lines.
- Annotate all electronics (e.g., stereo equipment, computers, and televisions) on the inventory with make, model, and serial number.
- Pro Gear – 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 7 pounds per cubic foot, will be used.

## Hiring Enough Labor

*Taken from National Van Lines' Quality First dated January 26, 2017*

It is the driver's obligation to make certain each shipment is picked up and delivered in a reasonable time frame - a normal working day.

Per our standards and procedures, drivers are required to arrive at the customer's residence with adequate help to load or unload the shipment. It is also the obligation of the driver to make certain that each shipment is picked up or delivered in "a reasonable" time frame. In essence, this means that we need to plan to load in a normal working day - i.e. starting between 8:00 - 9:00 am and finishing between 5:00 - 7:00 pm.

We all realize that it can be difficult to locate quality labor, and that things can go wrong, but we need to plan properly. If you need assistance finding quality labor, simply contact your dispatcher for assistance.

Other Points to Remember:

- Call in advance. Agencies have limited help available and you are required to give them at least 24 hours notice when you need assistance. During the summer months you will probably need to give them a minimum of 48 to 72 hours notice to get good labor. Reserving your labor ahead of time will minimize labor problems or shortfalls.
- Customers are never to be asked to help or to assist in finding labor. This is extremely unprofessional and can result in the customer expecting a refund of as much as half of the total cost of the move.
- Customers are never to be allowed to help - even when they volunteer (or insist). If that customer gets injured, the possible lawsuit could be extreme.
- Any shipment that weighs more than 12,000 pounds usually needs at least a 3-man crew to accomplish the loading in a normal work day. Also, if the shipment has long carry, elevator, shuttle or particularly difficult items, it may require additional help.
- All labor must be in uniform. It is the driver's responsibility to ensure that their labor is in uniform.



## Base Access

Does any of this sound familiar?

- Packing crews are waiting in gate lines one to three hours prior to being background checked
- Drivers wait in line with help from local agents (who have been on the base before) and find out the help cannot pass the background check - today
- TWIC cards are not being accepted as proper ID
- No passport – no entry
- Crews allowed on base in the morning are being denied access when they return from lunch – for no particular reason
- Drivers are allowed on base in TX and not allowed in VA
- Customers are waiting for their packing crew or driver and calling the TSP for a time they will arrive
- CSS scores for timeliness of pickup and delivery are low

While we do believe some of these incidents are isolated and likely the result of a misinformed individual at the gate, we are asking all agents, haulers and military installation partners to continue to provide feedback when these types of incidents occur.

Industry needs to know the proper identification necessary at each individual base. A properly prepared packing crew or driver will help speed up those long lines at the gate.

Please contact Agency Services at 800-323-9125 or [agencyservices@nationalforwarding.com](mailto:agencyservices@nationalforwarding.com) if your crew or driver is having trouble accessing installations or if you are a military partner and have your base entry requirements.

## HHG Move Timelines Compressed Due to FY17 CR

Reported by [America's Navy website](#), Story Number NNS170209-26 Release date 2/9/2017

The Navy Household Goods (HHG) global team announced that Sailors should expect a compressed timeline for planning and scheduling military moves through the end of the Continuing Resolution (CR) for fiscal year 2017.



Normally there is a 3 to 4 month lead time for Sailor's PCS orders, however due to insufficient funds and allocating of resources to other areas; service members will receive their orders only approximately two months prior to their expected move timeframe. This combined with normal peak season challenges of capacity limitations pose an unusually challenging moving process for these members.

The Navy Household Goods global team stressed that Sailors are asked to submit their orders within 72 hours to the HHG Website to initiate the moving process so there is enough time to prepare.

To read the article in its entirety, click [here](#).



## Paperwork for Claims Prevention

This is a great time of year to start thinking about refresher courses for personnel. We have therefore decided that a memo is in order to remind everyone of some of NFC's policies regarding paperwork, and also just some "good standard practice" relating to paperwork.

### High Value/High Risk Inventory

We have a mandatory policy, and [this document](#) is a great claims prevention tool. Some common mistakes we see are failing to do the mandatory unpack for these items and get the initials on each item in the last column and not including high risk/highly pilferable items along with high value. Remember that anything on the HV/HR inventory must also be on the regular inventory.

### Inventory Procedures

- Do not over-write or under-write exceptions
- Surface scratches (that you have to bend down in the right light to see), should NEVER be written up – that's normal wear and tear
- Over-writing inventories can seriously harm our Customer Satisfaction Survey score, and therefore harm our business – we'll probably inspect anyway if there's a serious damage claim
- Don't forget the MODEL #, as it's way more important than serial numbers
- Be descriptive (what color and pattern of couches, how many cushions, what kind of material, etc.)
- Don't forget the recent warnings from JPPSO's for inventory issues- LOW's and Suspensions will be issued

### Riders/Exception Sheets

- Both parties are free to put their own point of view on the rider – if there's a disagreement, the document should reflect the position of each party
- Call us!! If there's a problem, call NFC, Claims watts line: 800-325-6889
- HHG must stay accessible, in a staging area, until everything is finalized and exception sheets signed. We must be notified immediately, before anyone leaves, if that is not being done
- The rider is not valid unless both parties sign. The name and B/L # should also be on the rider, as well as the date it was taken. If the other party does not want to sign a rider, call us immediately at 800-325-6889.

### 1850/1851 - "Loss/Damage at/after Delivery Form"

- Two sided form
- National Claims Services information, including toll free phone # and email of [ncs@ncsclaims.com](mailto:ncs@ncsclaims.com) should go in the bottom right above driver's signature
- If no loss and damage, write NONE across the form
- If more than one page, write 1 of 3, 2 of 3, etc.

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Move was smooth for such short notice, the smoothest of all 11 moves ever done.*  
Origin & Hauler: Woodland Moving & Warehouse, West Hartford, CT

*My crew was excellent very professional and friendly.*  
Origin, hauler & destination: Coast to Coast Moving & Storage, Key West, FL

*They did really good and were able to handle our personal property respectfully and quickly.*  
Origin: Trans-World Moving Systems, Anchorage, AK  
Hauler: World Wide Movers, Edmonds, WA  
Destination: American Movers, Inc., Texarkana, TX

*Guy that showed up at destination to do the move was super friendly and super helpful.*  
Hauler: National Van Lines, Broadview, IL

*They were the best most professional moving crew in all of my years of service.*  
Origin, hauler, destination: Approved Moving & Stge, Deerfield Beach, FL

*More than helpful. Great company. Very satisfied.*  
Origin: Barstow Transfer & Storage, Barstow, CA  
Hauler: Covan Worldwide Moving, Midland City, AL  
Destination: AAA Storage Company, Fayetteville, NC

*The crew was awesome making this the best move of all moves.*  
Origin: Mountain Relocation & Storage, LLC., Phoenix, AZ

*Our driver James was outstanding. He was able to pickup a day earlier than the original request which extended our holiday family time by one day. James was also able to go door to door delivery avoiding delays in storing our household goods.*  
Hauler: O'Neill Transfer and Storage, Beaverton, OH, under National Van Lines, Inc.



## Company News

### Happy Anniversary

February 8	Tia Scott	Manager, Move Management	6 years
February 14	Jill Finnigan	Director, Sales and Operations	11 years
February 16	Kevin Spealman	Vice President, Claims & Customer Service	30 years
February 17	Anthony Recchia	Accountant	2 years
February 19	Michael Kaiser	Manager, IT	10 years
February 22	Cheryl Garamoni	Vice President, Agency Services	22 years

### Twitter

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

### Congratulations

National Forwarding Co., Inc. is pleased to announce the promotion of Camille Hall to Claims Adjuster. Camille started in the Claims Department part-time in 2011 as a Claims Assistant. Her experience, knowledge, and responsibilities grew as the Claims Department expanded. As the need for another Claims Adjuster became apparent, she was the obvious choice. Please join us in congratulating her!

