

MOVING *forward*

Peak Season Message

AMSSD-PP, Scott AFB, IL 62225 released a SDDC-PP Advisory 17-0072 dated 15 March 2017 regarding the DP3 2017 Peak season. The TSP highlights of the 9 page memo are below and it can be read in its entirety [here](#).

- **No Refusals:** TSP are reminded that refusals are not allowed and they must actively manage their capacity availability using the DPS black-out capabilities.
- **Confirmed Moving Dates:** Customers should understand their dates are not confirmed until their shipments have been awarded to a TSP and the TSP has contacted them and performed a pre-move survey to finalize the actual pack, pickup, and any necessary adjustments to the required delivery date (RDD). **NOTE:** TSPs should be reminded that RDD changes must be agreed upon between the customer and the TSP during the Pre-move Survey. Any changes to this date without the customer or PPSOs approval are not authorized.
- **Short Fuse (SF) Window Changes:** SF shipments are defined as those with requested pick up dates within five (5) government business days of the shipment offer. To help offset capacity shortage, SDDC has the option to expand the SF shipment window. SDDC and the Services will monitor peak season developments and if the need arises to expand the SF window.
- **Origin Storage-In-Transit (SIT):** PPSO may request SIT at origin, however, TSPs must submit preapproval requests via DPS for origin SIT through the PPSO prior to the pickup date. Origin SIT can be considered for customers who know they will require storage at destination or those without a direct delivery address.
- **Destination Storage in Transit (SIT):** TSPs are responsible for contacting customers and offering shipments for delivery prior to requesting SIT. TSPs are required to enter the shipment arrival date in DPS on the actual day it arrives. When the shipment goes into storage, DPS will notify customers of storage location, however, TSPs should communicate with the customer and make every effort to meet the customer’s expectations when they request delivery.
- **SIT First Day:** SIT cannot begin prior to the arrival date or before the “first available delivery date.” If the customer can accept delivery on or before the first available delivery date, SIT is not authorized. Again TSPs are required to enter a shipment’s arrival date on the actual day it arrives



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SDDC Announces Open Season

This message is taken verbatim from the FedBizOpps.gov website.

The Military Surface Deployment and Distribution Command (SDDC) will officially have an **Open Season through 25 April 2017**. New entrants will be sought for Hawaii and certain Interstate channel combinations where origins/destinations have demonstrated shortage of capacity as determined by SDDC and the Military Services.

(1) Transportation Service Providers (TSPs) must meet all requirements set forth in SDDC Regulations 55-4, Transportation Service Provider Qualifications.

Additional Requirements:

(2) New entrant applications will be accepted for the following Interstate origin rate areas: District of Columbia, Virginia, Maryland, Oregon, Arizona, Georgia, South Carolina, New Mexico, Montana, North Dakota, South Dakota, Wyoming, Kansas, Oklahoma, Missouri, North Carolina. Accepted new entrants will be able to file rates from the Origin Rate Areas identified above to all Regions (224 of 833 channels).

(3) New entrant applications will be accepted for the International origin rate area of Hawaii. Accepted new entrants will be able to file rates from Hawaii to ALL channels in all codes of service.

(4) Currently, approved TSP's will be able to expand their current scope to only the Interstate/International channel combinations as stated above.

(5) New entrant applicants must declare domestic and/or international Common Financial and/or Administrative Control (CFAC) with any current DP3 TSP or potential new entrant. TSP's declaring CFAC cannot compete in the same rate channel in the same code of service in either the domestic or international markets.

(6) New entrant applicants must be a Motor Carrier if applying for the Interstate market or Freight Forwarders if applying for Hawaii.

(7) New entrant applicants must have a suitable warehouse (not shared with a TSP currently in the program) and equipment in-rate area/bordering rate area. See Appendix D of the DTR Part IV for general guidelines.

(8) New entrant applicants will serve a probationary period of three years and may be granted authority to file for additional channels within the Interstate market within three years of entry into the DP3 program upon SDDC approval. The intent is for SDDC to progressively transition a successful new entrant into an unrestricted interstate participant within three years of program entry, subject to any other existing program rules and requirements.

(9) Change of Ownership novations for new entrants will not be accepted, reviewed, or approved for new entrant's within the first three years of entry.

(10) New entrants must perform the following at the offices of the TSP independent of any other person, firm, or corporation:

- 1) Shipment Management
- 2) Coordinating Operational Functions

Only outsourcing of claims and invoicing is permitted.

(11) TSP's disqualified, revoked, or that have voluntarily withdrawn from DP3 prior to July 20, 2015 may apply as a new entrant and will be assessed on a "case by case" basis and upon the discretion of SDDC.

PRIMARY POINT OF CONTACT IS

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2017 Peak Season Reminders

- Advise blackout dates for servicing offers and accepting SIT. blackouts@nationalforwarding.com
- Make sure your crew, driver and day labor have the **proper ID** to gain entry to military installations.
****Keep NFC posted of your local base entry regulations****
- Use the NFC REMOVE SURVEY FORM - Please call the customer ASAP to set up the premove survey and return to premovesurveys@nationalforwarding.com. This is vital information needed for Move Management. Our form *must be filled out, signed by the customer and sent along **with** your table of measurements.*
- 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 service*). Shuttles must be requested **PRIOR** to performing and can be denied by GSA later, in which case, the service provider will be charged back.
- PROGEAR must be annotated on the packing and HHG inventory with a description of progear items and weight, annotate M member and S spouse.
Example: 1.5 carton – reference material – M-PRO – 12 lbs (bathroom scale)
4.5 carton – flying suits – S-PRO – 31.5 lbs C (constructive weight)
- Keep track of all parts and hardware. Cross reference part or hardware to item on inventory if packaged separately.
- 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 weight must be called in or emailed to our office no later than 3 days after the load day and prior to delivery day. If a re-weigh 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.
SIT WILL NOT BE REQUESTED UNTIL ALL WEIGHTS AND INVENTORIES HAVE BEEN RECEIVED BY NFC
- The **driver must** return weights and inventories to the **origin agent** and **NFC no later than 3 days or prior to delivery**. Origin agents should call or email our office if the driver has not returned the paperwork to your office, within 3 days. Call 800-323-9125 or email agencyservices@nationalforwarding.com. NFC will forward the origin documents to the base once they are all received.
- Billing must receive full, individual, **legible** copies of weight tickets – camera phone photos do not transmit well. In addition, the GBL number and Customer name must be on EVERY weight ticket.
- Advise nfcoptions@nationalforwarding.com or 800-722-9144 of **ETA's**, **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.



Reminder on the Real ID Act and Base Access

Enacted by Congress in 2005 the [REAL ID Act](#) has established minimum security standards for state-issued driver's licenses and identification cards. In addition it prohibits Federal agencies from accepting for official purposes licenses and identification cards from states that do not meet these standards.

Compliant States/Territories: The following states/territories are compliant with the REAL ID Act:

- Alabama
- Arizona
- Arkansas
- Colorado
- Connecticut
- Delaware
- DC
- Florida
- Georgia
- Hawaii
- Indiana
- Iowa
- Kansas
- Maryland
- Mississippi
- Nebraska
- Nevada
- New Mexico
- Ohio
- South Dakota
- Tennessee
- Utah
- Vermont
- West Virginia
- Wisconsin
- Wyoming

Noncompliant States/Territories: Federal agencies and nuclear power plants may not accept for official purposes driver's licenses and state ID's from these states:

- Maine
- Minnesota
- Missouri
- Montana
- Washington

Extension States/Territories: The following states/territories have an extension through **October 10, 2017**, allowing Federal agencies to accept driver's licenses:

- Am Samoa
- California
- Guam
- Idaho
- Illinois
- Louisiana
- Massachusetts
- Michigan
- N. Marianas
- New Hampshire
- New Jersey
- New York
- North Carolina
- North Dakota
- Puerto Rico
- Rhode Island
- Texas
- Virgin Islands

Limited Extension States/Territories: The following states/territories have an extension through **June 6, 2017**, allowing Federal agencies to accept driver's licenses:

- Alaska
- Kentucky
- Oklahoma
- Oregon
- Pennsylvania
- South Carolina
- Virginia

If your driver's license is from a noncompliant state without extensions you will need to show an alternative form of ID when visiting federal facilities, nuclear power plants and military bases. Your best action is to contact the facility to determine what identification will be accepted if you are from a **Noncompliant State**.



PPSO Regionalizations



PowerTrack Fee Increase

On March 15, 2017, the Fed announced that it would increase its prime lending rate from 3.75% to 4%. As a result of the change, the PowerTrack fee has increased to 1.38%






Updated DPS Claims Module (Claims Redesign)


As of this writing, the new claims module was on schedule for a September 22, 2017 release. SDDC also advised at the AMSA conference that they are going to incorporate industry’s number one request, which was to make the interface more efficient to use, by adopting a grid showing multiple items, where all data entry can be done at once. This would be much better than items having to be individually opened and saved, and would enable an adjustor to more efficiently enter offers into the DPS system.

The following slide was presented at the AMSA Convention:



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Claims Redesign - TSP Recommendations



- Adopted TSP Changes:
 - TSPs’ #1 priority - Excel style spreadsheet with tabular entry to move from one claim item to the next
 - Ability to print claim level notes
 - Show purchase/acquired date under claim item details
 - Both addresses (delivery/mailing) will print on the claim
 - View/sort by latest update on claim item page
 - Default view: 5 claims/25 claim items (selectable)
 - Added date range field to search options
 - Shipment destination address street addresses will display if entered

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Together, we deliver.

The above recommendation was a result of a face to face meeting between small industry team, including NFC’s Kevin Spealman, Vice President of Claims and Customer Service, John Johnson, John Becker, Georgia Angell, Kirra Floyd – and DPS programming contractors in O’Fallon, Illinois. Also recommended by our industry team was to eliminate the unnecessary “Amt Paid to DOD Customer” field, although we are unaware of any progress in getting that change. There were multiple other smaller requests.

MOVING *forward..?*

Proudly Serving Military Families

AGENT KUDOS

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

My wife and I could not have been any more satisfied with every aspect of this move! She was able to get all of her questions answered in a professional and timely manner during the planning phase, and we had the absolute best driver, Levelle and crew. He was timely, friendly, compassionate, professional, efficient, and funny! He truly cared about our HHG as if it were his own.

Hauler: Driver Levelle Boyland, for Moovers, Inc, Pittsburg, CA. hauling under National Van Lines

Both the packing loading delivery crews were professional, friendly, and I am extremely happy with this move.

Origin: Berry Van Lines, Inc., Dover, DE

Hauler: National Van Lines, Broadview, IL

Destination: Faith Moving & Storage, El Paso, TX

Great professional service both ends, very pleased.

Origin & hauler: Barnes Moving & Stge., Carrollton, GA

The company was very flexible in our move. The company worked with us and our timing.

Origin: Coastal Moving Company, Jacksonville, NC

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

Customer service was phenomenal. Smoothest move I have ever had.

Origin: Trans-World Moving Systems, Anchorage, AK

Hauler: World Wide Movers, Edmonds, WA

The crew that packed us up in San Antonio did an amazing job. Everything went very well and very professional. Great Guys.

Origin: EDC Moving Systems, San Antonio, TX

Hauler: Wheaton Van Lines, Indianapolis, IN



COMPANY NEWS

Happy Anniversary

March 3	Tony Ruiz	DPS Systems Manager	9 years
March 19	Petra DeFrance	DOS Coordinator	10 years
March 20	Jennifer Farrell	DOD Coordinator	10 years
March 22	Cindy Iorfida	Admin Assistant	22 years
March 23	Tina Empson	DOD Coordinator	2 years
March 27	Pam Johnson	Manager, Claims & Customer Service	21 years
March 30	Tracie DePasquale	Accounts Payable	17 years

Someone You Should Know

We caught up with Anthony Recchia, our staff accountant and asked him a few questions.



How long have you worked at NFC and what is the most interesting part of your job?

I have worked for NFC for just over two years as an accountant. I would say the most interesting part of my job is getting to work on new projects each day. Some days I come in and know what I have to work on. But it is the other days that I really enjoy, the ones where something comes up, and you have to think on the fly and come up with a solution to the problem.

You recently became a CPA, tell us what you had to do to gain this credential?

Pursuing my CPA was single-handedly the most difficult thing I have ever done in my life. It is a grind because studying for those four tests can really take a toll on you. For me, it was a lot of late nights and studying countless hours on the weekend. And what was my reward for putting in all of that time? Going to the test center and sitting for the most stressful three and four hour tests imaginable. That feeling of sitting at the computer with 15 cameras looking down on you and seeing the first question of the test load is something that I will not miss. But after all of the hard work, I accomplished my goal and now I can call myself a CPA.

What are your hobbies?

I love to travel with my beautiful wife, play sports, watch movies and golf as much as possible.