

### Historical CSS Performance – 2010 to 2017

TSPs began receiving Customer Satisfaction Scores (CSS) in 2010. The overall industry average CSS is determined for each Performance Period and is calculated by obtaining the mean (average) of all Customer Satisfaction Surveys received in a previous 12 month period. As a quick recap, the Performance Periods begin on January 1, May 15, August 1, and October 1 of each year. The following table outlines the mean (average) CSS beginning October 1, 2010. Rather than listing all 30 performance periods, we are only listing the mean scores for the October 1 and May 15 performance periods. Only Domestic (dHHG) and International (iHHG) are shown.

Performance Period	dHHG	iHHG
1 Oct 2010	78.95	78.18
15 May 2011	77.27	77.2
1 Oct 2011	77.35	77.26
15 May 2012	77.57	78.02
1 Oct 2012	78.82	78.49
15 May 2013	79.67	78.82
1 Oct 2013	81.45	79.87
15 May 2014	83.31	81.2
1 Oct 2014	86.21	82.34
15 May 2015	87.32	83.43
1 Oct 2015	86.27	84.07
15 May 2016	85.66	83.87
1 Oct 2016	85.85	84.41
15 May 2017	86.38	85.23
1 Oct 2017	86.58	84.67

For the first three years of the program, the Industry average CSS fluctuated between 77 and 79. In 2013, Industry average scores began a steady upward climb. The overall average CSS for the October 1, 2017 Performance Period is 86.58 for Domestic and 84.67 for International. Clearly, there has been a significant increase in customer satisfaction. To put the CSS average in perspective, we need to review the possible scores available and the CSS process. The following table shows the CSS questions and the potential scores.



**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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**Table 403-1. Customer Satisfaction Survey**

Customer Satisfaction Survey Response Weighing	Percent to Total Score	Points
Evaluate services provided at origin such as the quality of packing, labeling and organizing: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent	12 pts
Evaluate services provided at origin such as care, courtesy, and attitude of the loading crew: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent	12 pts
Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Service Provider: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent	12 pts
Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent	12 pts
Evaluate how satisfied you were with the timeliness of the delivery of your personal property by the Transportation Service Provider (mover)?: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent	12 pts
Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?: (E = 40, G = 30, S = 20, P = 10, U = 0)	40 percent	40 pts
<b>Total</b>	<b>100 percent</b>	<b>100 pts</b>

**Table 403-3. Survey Response Score**

Excellent	Good	Satisfactory	Poor	Unsatisfactory
100 points	75 points	50 points	25 points	0 points

The TSP receives one of five scores for each question. The first five questions are worth a maximum of 12 points each and earned as shown on the following chart:

Excellent	12 points
Good	9 points
Satisfactory	6 points
Poor	3 points
Unsatisfactory	0 points

The last question is worth a maximum of 40 points with points allocated as shown on the following chart:

Excellent	40 points
Good	30 points
Satisfactory	20 points
Poor	10 points
Unsatisfactory	0 points

A maximum of 100 points can be earned. If the TSP achieves the second highest score possible (Good), it will receive a CSS of 75. In order for the overall industry average CSS to be 86.58, the service provided must be well above the rating of "Good." This is impressive, given the fact that the average is based upon every survey received in one year.

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The question in some minds is whether or not the survey is a valid measure of customer satisfaction. To answer that question we must look at the survey process. In order to complete a survey, the military customer must take the initiative to go to the website or, if internet access is difficult or inconvenient, telephone a Help Desk to complete the survey over the phone. Either way, it is up to the customer to take the initiative to complete the survey. Surveys of this nature have an inherent negative bias in that customers who are dissatisfied are more likely to take the initiative to complete the survey compared to those who are satisfied. Even those customers who are extremely satisfied with the service provided are, overall, less likely to complete the survey than those customers who are very dissatisfied.

Another consideration is sample size and statistical validity. A TSP must have a certain number of surveys based upon the number of shipments delivered with 20 surveys being the minimum number. If the TSP does not have the minimum number of surveys required to have a "valid" CSS score, additional surveys, at the overall industry averages are added to come up to the minimum number required. Note that every customer does not complete a survey. Assuming a very high response rate of 50%, a TSP would need to handle 40 shipments in order to have a chance of receiving 20 surveys. This ensures that a TSP can't "game the system" by taking only a few shipments out of a limited area.

Finally, there is another factor responsible for the increase in the overall industry CSS average. That is the extraordinary steps that most TSPs take to correct problems that arise. Although this is simply "Customer Service 101" it took a little while for some TSPs to learn that lesson. Now, almost all TSPs are ready, willing and able to take steps to alleviate the inconvenience imposed on customers when service failures occur. When the customer sees extraordinary measures being taken to rectify a problem, he or she is more willing to give the TSP the benefit of the doubt when completing the Customer Satisfaction Survey.

There definitely is room for improvement, especially during the hectic peak season, but we should also recognize that a great deal of progress has been made and our military customers have benefited from the focus that TSPs place on increasing customer satisfaction.

For complete information on the survey process, click on the following link: [DTR Part IV, Chapter 403-Best Value.](#)

## Military & Industry Events

National Forwarding Co., Inc. will be attending the following military and industry events over the course of the next few months. We hope to see you there!

DP3 Personal Property Forum

CPPC Convention

Southwest Movers Assoc. Conference

IAM's 55<sup>th</sup> Meeting & Expo

O'Fallon, IL

Ft Lauderdale, FL

Marble Falls, TX

Long Beach, CA

September 19

September 18-19

September 22-24

October 9-12



# MOVING *forward*

Proudly Serving Military Families

## National Van Lines International Introduces New Website!

[www.nvlinternational.com](http://www.nvlinternational.com)

After months of hard work National Van Lines International is pleased to announce the launch of our new website [www.nvlinternational.com](http://www.nvlinternational.com). We have updated the look and content for our customers and agents. Key features include:

- Free customer quotes
- Agent quote requests
- Shipment Tracking
- Invoice payment

Participating in the international market is a great way to diversify your business. If you would like to learn more contact us at: 800-323-1963 or [international@nationalvanlines.com](mailto:international@nationalvanlines.com).

The screenshot shows the website's header with the logo "INTERNATIONAL NATIONAL VAN LINES, INC. WORLD RELOCATIONS" and the tagline "By Land, By Sea, By Air... Anywhere!". Navigation buttons for "About Us" and "Login" are visible. A main navigation bar includes "Government Employees", "Private Transferee", "Corporate Relocation", and "Our Partners". The hero section features a compass graphic with "NVL International" text and a callout box: "Why choose National Van Lines International: We make moving around the world as smooth as moving around the corner." Below this are three service boxes: "Get Your Free Quote Today" (with phone numbers 800-323-1963 or 708-450-2947 and a "Request a quote" button), "Track Your Shipment" (with a "Check Status" button), and "Pay Your Invoice Online" (with a "Make a Payment" button).

### National Van Lines International

A family owned and operated international mover for three generations, National Van Lines is a leader in the household goods moving industry. Incorporated in 1929, our history is rich with innovation and leadership. We were one of the first companies to establish an autonomous International Division to meet the growing need for international relocation services. We are licensed by the Federal Maritime Commission as a Non-Vessel Operating Common Carrier (NVOCC). We are also a certified Registered International Mover (RIM) ... [READ MORE](#)



#### About Your Move

Whether it's your own move or that of one of your corporate employees, having to choose a relocation company to handle the details of the move can be difficult.



#### FAQ

Moving can be stressful, visit our FAQ page to receive answers to your many questions prior to your move.



#### Helpful Links

As your international moving company, we understand that your new location may provide certain challenges. We hope the following links make your life easier.

## The Hardware Crisis

*Kevin Spealman, Vice President Claims & Customer Service*

Crisis is not too strong a word, either – and we know that our contemporaries from other companies agree. There are entirely too many shipments that have missing hardware, and it's completely avoidable and unnecessary.

There are basically two ways to handle hardware for a military shipment. Many TSP policies require the parts box to be used, but not all – and some actually forbid the practice. Perhaps that is part of the problem for military shipments – that the government does not in fact have a required method, and as of this writing, the military will allow TSPs to choose their own policy for shipping hardware.

Because the government does not have a set policy, National Forwarding Co., Inc. also will allow hardware to be shipped either in a parts box, or affixed to individual items (which has been the long time industry practice.) We utilize many different companies, who may all have their own policy for hardware, so it would be very difficult to successfully implement and enforce a policy that demanded one system over the other.

That said, there are certain points that everyone must be aware of when a parts box is **being used**:

- If a parts box is being used, it should be used for ALL hardware – so generally not okay to put some parts in the parts box and attach some hardware to the items.
- The parts for individual items must be segregated and clearly labelled.
- If a parts box is used, it MUST be the first item on the HHG Inventory.
- It's a great idea to also put the parts box on the High Value/High Risk – as long as we don't forget to also put as #1 on the regular inventory.
- Security seals should be used on the parts box when put on the High Value Inventory – and all parties should check the seals as they would any other HV/HR item.
- If a parts box is missing, the last handler will be responsible for any claim or expenses from dealing with replacing parts/items/re-assembly, unless it is noted as missing on an exception sheet.

If the parts box is **not used**, the following rules would apply:

- If all hardware for an item, or enough hardware for an item so that it would have been noticeable, is missing on a shipment, the last handler (unless on a rider, etc.) will be responsible for any associated expenses.
- Parts should be in a Parts Bag clearly labeled and FIRMLY affixed to the item.
- Due to the bullet above, it is critical to see if disassembled items have the hardware attached, and if not, to annotate on the exceptions sheet/rider.

Missing hardware causes extreme inconvenience for our military customer. We are tracking missing hardware to identify any patterns and identify those who routinely have a problem in this area.

This is not an NFC issue – it is an industry-wide issue, and the driver shortage is a contributing factor. We must, therefore, work together to simplify and unify if possible our processes, and to do so in a manner that results in accountability. Following the steps outlined above will certainly go a long way in reducing the issue.

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Great service! Most of my Lego sets fell apart...but that just means I get to rebuild them!*  
Origin & hauling: Barstow Transfer & Stge., Barstow, CA 92311

*The TSP handled the move flawlessly. I was under a time crunch at both pickup AND delivery, and they were able to ensure both appointments were completed on time, as scheduled. Very pleased.*

Origin: Stewart Moving & Storage, Belcamp, MD  
Hauling: Quality Services Moving, Lorton, VA  
Destination: Rockey's Moving & Storage, San Antonio, TX

*The service was great. They did everything I asked of them and were very courteous.*  
Origin & hauling: The Inland Sea, Inc., El Paso, TX

*I had a great experience during this move at both ends of the move process. Packing was prompt, fast, and without any issues. Delivery was the fastest I've received of all my military moves, the pickup and delivery crews were very responsive. Especially the lead person, the truck driver, who was the same for both pickup and delivery, demonstrated he was an expert at moves, and was able to solve all minor issues as encountered.*

Origin: Swanner Transfer & Stge., Montgomery, AL  
Hauler: R.S. Elite Transportation, Granbury, TX

*Seal movers were very prompt, polite and professional. The coordinator that I was in contact with shifted some scheduling to meet my personal needs for delivery. All of my household goods were delivered on time and un-damaged. I would recommend this moving service to my colleagues for future moves. Thank you.*

Origin & hauling: Seal Van Lines, Inc., Ft Pierce, FL

*The national company was phenomenal and the driver whose name is Chris was top notch!*  
Hauling: Affordable Quality M/S, Santa Clarita, CA, under National Van Lines

Agent Kudos

## COMPANY NEWS

### Happy Anniversary

August 1	Diana Cevizovic	Billing Technician	6 years
August 3	Deepika Rochwani	Billing Technician	1 year
August 4	Arlene Kozlick	Internal Auditor	35 years
August 6	Vickie Carroll	Claims Adjuster	15 years
August 12	Arreanna Scott	Document Control	1 year
August 13	Kim Loughman	Claims Adjuster	10 years
August 11	Amy Barkoozis	Move Manager	5 years

### Congratulations

Congratulations to our staff accountant Anthony Recchia! He and his wife welcomed baby girl Luciana Marie on Saturday, July 8, weighing in at 7lbs 10 oz. Mom and baby are doing well.

### Labor Day Holiday Hours

Our office will be closed on Monday, September 4<sup>th</sup> in observance of Labor Day. For emergencies, you can reach NFC Operations at 888-993-6683.

# Company Events

*It's busy during peak season, but we still manage to have fun!*



*Eclipse viewing party*



*Friday Breakfasts*



*5, 10, 20, & 35 year NFC anniversary employees*