



MOVING FORWARD

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FUEL SURCHARGE

ON JUNE 4TH THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.285.

TARIFF	06/15/18-07/1418
NVL100	9%
GSA-01	FORMULA BASED
D19/400NG	7%

Tender of Service

What is the Tender of Service? This contract between the Department of Defense and the Transportation Service Provider establishes the rules and regulations that TSPs must follow in order to service household goods shipments. If a TSP (or agent) violates these rules, it will receive a Letter of Warning (LOW).

We owe it to our military men and women to offer five-star service on their move. They along with their families have sacrificed much to serve our country and this is the least that we can do.

We highly encourage reading the [Tender of Service](#) starting on page IV-B-9, Section C Performance Requirements. Topics reviewed are:

C. PERFORMANCE REQUIREMENTS

1. Pickup and Delivery Dates
 - a. Pickup and delivery Dates
 - b. Pre-Move Survey
 - c. Shipment Arrival/Delivery/Delays
2. Preparation of Articles
3. Packing Requirements
4. Manner of Packing
5. Inventory

This section is particularly important for agents to review as it does pertain to areas we do receive Letters of Warning on that are easily avoidable.

Should you have any questions, please feel free to contact Agency Services at agencyervices@nationalforwarding.com.



NATIONAL FORWARDING CO., INC.
2800 ROOSEVELT RD
BROADVIEW IL 60155
PH: 800-722-9144

NEWSLETTERS@NATIONALFORWARDING.COM

2018 International Roadcheck - Hours of Service Emphasis

By Mary See, Fleet Services Department, National Van Lines

Educated on ELDs? How's your HOS know-how?

Sponsored by the Commercial Vehicle Safety Alliance, International Roadcheck occurs **June 5-7**.

While conducting the 37-step [North American Standard Level I Inspection](#) Roadcheck inspectors will focus sharply on HOS and ELD compliance. That is why it's vitally important driver know how to follow logging requirements and HOS rules."

Be prepared to present the following during inspection:

- [HOS reference card](#)
- ELD user manual (included with the ELD device)
- Paper logbook (backup in case the ELD malfunctions)
- Supporting documents (e.g., receipts and bills of lading)

Know how to transfer your logs to an inspector. Drivers eligible to use paper logs must be able to explain why they're ELD mandate-exempt. Keep logs accurate, up-to-date and free of HOS violations. Retain all proper ELD documentation, conduct a thorough pre- and post-trip inspection, and repair any vehicle defect before starting your trip.

Base Access

Stricter ID requirements are being enforced this year, so make sure your driver and helpers have proper ID to gain entry. Not all bases have the same entry policies, your crews may be allowed on a base one day and denied the next.

A minimum of two forms of ID are required at all bases, one must be a photo ID. Click [here](#) for a list of documents that can be used for identity purposes and also read up on some information as to why someone may be denied access to the base.

Make sure your crews or drivers arrive early, as the lines at security can be long, and they should also have a paper copy of the GBL (we heard an electronically transmitted GBL is not acceptable at some bases). The driver is responsible for hiring helpers that can get on the base and are clean and knowledgeable of delivering and assembling HHG shipments.

MCOs and USTRANSCOM put Focus on Claims

Between USTRANSCOM's [Personal Property Advisory 18-066](#) of April 18, and a special meeting at the recent Claims Prevention and Procedure Council Spring Workshop, it was made abundantly clear that there will be an increased focus on claims related issues. For this article, we would like to focus on paperwork.

- The 1850 (Notice of Loss and Damage at Delivery) document, should clearly identify the TSP, and include both toll free phone number and email address for claims. National Forwarding Co., Inc. & Affiliates' shipments should reference the TSP listed on the GBL, with National Claims Services contact information also provided, since we are the claims department for NFC. Our toll-free phone number is 800-325-6889 and email is ncs@ncsclaims.com.
- Always make sure the customer is not rushed, and that time is taken to give the customer every opportunity to at least note major damages and/or missing items.
- Anything noted at delivery should go on the 1850 – any loss or damage notice should go on this form. They will have 75 days to note additional damage, but we do want major damage or any missing items to be noticed at delivery if possible. It's also okay to clarify or to disagree with notations on the 1850 – it's considered a joint statement so failure to do so will be viewed as agreement. Both parties are allowed to give their point of view – just like on riders between agents.
- Inventories need to fully comply with government regulations. There are a lot of rules, but they all need to be followed. Start with Appendix B to the DTR – This is the [Tender of Service](#), and the section on the Inventory starts on page 12.
- Do not over-write (or under-write) inventories. An overwritten inventory will not be considered valid and could result in punitive action.
- Overly vague exceptions do us no good and may get us a Letter of Warning (LOW.) Damage notations should be specific as to the type and location of the damage. (Should never use the phrase "all over" – or fail to say where the sofa was "soiled.")
- Make, model and serial number of all electronics should be given.
- National Forwarding Co., Inc. has a mandatory policy for both High Risk/High Value items and [firearms handling](#). All crews involved with our shipments should be aware of both.



Density = Net Weight / Cube

We have added average density to the CSS monthly letters. See below for an example of the letter which shows an average density grade of 4.35 on a total of 7 shipments. In this example, the density number falls under the "Needs Improvement" category. The grading scale ranges from "Needs Improvement" to "Excellent." The explanation of that grading scale is under the "Your average density (O/A role only)."

This is very important information for you to monitor. Knowledge of the density on your international Code 4 shipments will help you to assess and perform additional training of your crews where needed, in order to achieve optimal density. Ideally, we would like to see the density on Code 4 shipments to be at 5.5 and greater.

Packing and loading for higher density helps prevent claims which results in higher customer satisfaction.



May 15, 2018

Dear Agent,

Here are your Customer Satisfaction Survey (CSS) scores. The survey scores are based on CSS completed in the last 12 months. A blank column means that we haven't received any surveys.

SUMMARY

CSS reporting is based on surveys received from 5/01/17 to 4/30/18. We also now include average density on those shipments where you were the Origin Agent, picked up in the same time frame.

	Origin Agent	Destination Agent
Average CSS Score (12 pts. max)		12.00 Excellent
Average Total as Origin Agent (100 pts. max)		
Number of Shipments	7	3
Number of Surveys	0	2
Average Density as Origin Agent (lbs / cu ft)	4.35 Needs Improvement	

Average Density as Origin Agent - is the average density (lbs / cu ft) that applies to shipments picked up during this reporting period where you were the origin agent. Grading scale based on average density is as follows:

- Excellent 6.01 and greater
- Very Good 5.51 to 6.00
- Satisfactory 5.00 to 5.50
- Needs Improvement .00 to 4.99

As Destination Agent: Your score is Excellent. Congratulations! This score is very high and is an indication of very high Customer Satisfaction.

Your average density (O/A role only)

Your score Needs Improvement. This score indicates poor packing and loading was performed and additional training is needed.

Call 800-323-1963 or 708-450-2941 if you have questions or need assistance. Please visit our website at www.nvlinternational.com and click on "Our Partners" for helpful tools and reference guides.

NATIONAL FORWARDING DIRECTORY

ADMINISTRATION & BILLING: PH: 708-345-0550 PH: 800-323-9125 FX: 708-345-3245 AGENCY SERVICES: PH: 800-323-9125 FX: 708-345-9112	OPERATIONS: PH: 800-722-9144 FX: 708-345-0554 MOVE MANAGEMENT: PH: 888-993-6683 FX: 708-356-5220 AFTER HOURS: 888-993-6683	CLAIMS: PH: 800-325-6889 FX: 708-345-5218 INTERNATIONAL: PH: 800-323-1963 FX: 708-450-1273 TONNAGE: www.nationalforwarding.com
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DEPARTMENTAL EMAIL		SPECIFIC TASK EMAIL	
Operations	nfcoperations@nationalforwarding.com	Blackouts	blackouts@nationalforwarding.com
Move Mgt.	movemanagers@nationalforwarding.com	Premove Surveys	premovesurveys@nationalforwarding.com
Agency	agencyservices@nationalforwarding.com	Preapprovals	preapprovals@nationalforwarding.com
Billing	nfcbilling@nationalforwarding.com	Pickup Weights	originweights@nationalforwarding.com
International	International@nationalvanlines.com	Reweigh Weights	reweigh@nationalforwarding.com
Int'l Quotes	quote@worldrelocations.com	OA Invoice/Paperwork	origin-docs@nationalforwarding.com
Claims	ncs@ncsclaims.com	Hauling Invoice/Paperwork	hauling-docs@nationalforwarding.com
Admin.	admin@nationalforwarding.com	Clearing & Delivery Info	clearing@nationalforwarding.com
		SIT Invoice/Paperwork	storage-docs@nationalforwarding.com
		Notice of Delivery out of SIT	movemanagers@nationalforwarding.com
		Fast Pay Paperwork	fastpay@nationalforwarding.com

ACRONYM REFERENCE

AFB	Air Force Base	PPPO	Personal Property Processing Office
BL	Bill of Lading	LOS	Letter of Suspension
BVS	Best Value Score	LOW	Letter of Warning
CONUS	Continental United States	NLT	Not Later Than
COS	Code of Service	NTS	Non-Temporary Storage
CP	Contractor Packed	OTO	One-Time Only
CSS	Customer Satisfaction Survey	PBP&E	Professional Books, Papers and Equipment
CSSS	Customer Satisfaction Survey Score	PPPO	Personal Property Processing Office
DoD	Department of Defense	PPSO	Personal Property Shipping Office
DP3	Defense Personal Property Program	RDD	Required Delivery Date
DPS	Defense Personal Property System	SCAC	Standard Carrier Alpha Code
DTR	Defense Transportation Regulations	SIT	Storage-in-Transit
ETA	Estimated Time of Arrival	SMO	Storage Management Office
FRV	Full Replacement Value	TMO	Traffic Management Office
GBD	Government Business Day	TO	Transportation Office/Officer
GBL	Government Bill of Lading	TOS	Tender of Service
GBLOC	Government Bill of Lading Office Code	TSP	Transportation Service Provider
HHG	Household Goods	USTRANSCOM	US Transportation Command
iHHG	International Household Goods	UTC	Coordinated Universal Time
IT	International Tender	J4-HB	USTRANSCOM, Personal Property Division (formerly known as SDDC)
JPPSP	Joint Personal Property Shipping Office	TCJ 4-H	
MCO	Military Claims Office	TCJ4-H	
NTS	Non-Temporary Storage	TCJ4-HB	
PCS	Permanent Change of Station		

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

We were very pleased. They were professional, on time, and courteous. We are very, very happy with the movers from North Carolina to Georgia.

Origin & hauling: CRI Services, Carrollton, TX

Both crews were awesome. Really appreciate all of the help.

Origin: Golden Services, LLC, Oak Harbor, WA

Hauling: Lippincott Van Lines, Winstead, CT

Excellent crew that moved our shipment. They put in additional time and effort to ensure our delivery was completed same day, even dealing with a 2nd floor pickup and 3rd floor delivery. The TSP Coordinator ensured everything was going according to schedule by calling for updates as needed.

Origin & Hauling: Ciceros' Moving & Storage LLC, Macon, GA

Best crew after 18 moves in the military.

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

I have moved a lot, and this team was the best moving team I've ever had. They were very efficient and professional from beginning to end.

Origin: Weleski Transfer, Inc., Creighton, PA

Hauling: Weleski Transfer, Inc., Creighton, PA under Atlas Van Lines authority

Excellent packers and movers. Very timely and helped in everyday possible. Excellent attitude and made sure my shipment arrived in a timely manner. Kept me updated along the way.

Origin: Coastal Moving & Storage, Savannah, GA

Hauling: Relax Relocations, Inc., Denton, TX

The packing services provided were particularly excellent – Trish and Willie were polite, prompt, professional, thorough, trustworthy, and extremely careful with my belongings. I would recommend them to anyone. Overall, I was pleasantly surprised and impressed by the quality of my move experience. I would want to work with this TSP again and would wish the same for my friends/colleagues, many of whom have been subjected to sub-par moving experiences.

Origin: Coastal Moving Company, Jacksonville, NC

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

COMPANY NEWS

HAPPY ANNIVERSARY

May 3	John Barrett	Claims Adjuster	7 years
May 12	Courtney Rose	Move Manager	14 years
May 14	Matt Logan	Dispatcher	11 years
June 1	Eileen Sherman	Vice President, Operations	37 years
June 5	Pat Johnson	President	40 years
June 5	Brad Hides	Claims Adjuster	11 years
June 12	Barb Johnson	Internal Auditor	40 years
June 13	Natasha Yalovay	Dispatcher	17 years
June 13	Natalie Echeverria	Move Manager	2 years
June 13	Vianca Macedo	Move Manager	1 year
June 17	Tom Kennedy	Office Manager	15 years
June 17	Peggy Monson	Claims Adjuster	10 years
June 19	Paul Kozlick	Accounting Manager	40 years
June 22	Angela Beusse	Technical Administrator	13 years

Special thanks to our 40-year employees!

SUMMER NEWSLETTER PUBLICATION

While in peak season, NFC employs an “all hands-on deck” policy to support Operations. Our newsletter will be published every other month, instead of our usual monthly issues. This allows us to maintain the integrity of our newsletter while providing much needed support to our military customers and agents.

NFC'S TONNAGE LIST

Have you been to NFC's website www.nationalforwarding.com yet? If not, what are you waiting for!? At your fingertips is access to our tonnage list that updates every 3 minutes! Not only are you able to view NFC's available tonnage, but you can sort the list to fit your needs. For example, you include/exclude states, dates, linehaul etc. This comes in handy for sorting when you are looking for back haul on those self-haul shipments you are servicing. If you need a tutorial on the sorting features, please contact Agency Services at 800-323-9125.

