



MOVING FORWARD

CONTENTS

FALL 2019 PPF RECAP	1
CLAIMS BUSINESS RULES	3
A MUST KNOW ABOUT REAL ID	4
REMINDER: FIREARMS POLICY	5
DOCUMENT UPDATES	5
POWERTRACK FEE DECREASE	5
POSITIVE CSS	6
COMPANY NEWS	7

FUEL SURCHARGE

ON OCTOBER 7, 2019, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.047.

TARIFF	10/15/19 - 11/14/19
NVL100	8%
GSA-01	FORMULA BASED
D19/400NG	5%

Report on the 2019 Fall Personal Property Forum September 18, 2019

The 2019 Fall Personal Property Forum was held in Fairview Heights, Illinois, just outside Scott Air Force Base on September 18. The PPF featured new faces with USTC due to the retiring of COL Ralph Lounsborough and reassignment of Lt Col Lisa Ryan to USTC Future Ops. New staff at USTC are led by COL Marshanna Gipson who replaces COL Lounsborough and Lt Col Lowrey who has filled the position left by Lt Col Ryan. The slides can be found [here](#).

Opening Remarks COL Marshanna Gipson Chief, Defense Personal Property Program

Hosting her first PPF, COL Gipson began by providing a warm welcome to the large group of stakeholders in the DP3 Program including TSPs, JPPSO Staff and USTC Staff. The primary focus COL Gipson laid out was the commitment to continued improvement at the curb for the military service member. COL Gipson was very clear in stating that the Global Household Goods Contract (GHC) would not be discussed at the PPF.

Next, COL spoke about USTC bringing together industry leaders with the forming of the Executive Working Group (EWG). On 17 September 2019, the first meeting of the EWG was held by Vice Admiral Newborn. In attendance were roughly a dozen industry representatives as well as USTC Staff focused on taking a holistic view of the program to improve the relocation for the members of the DoD. The topics discussed were further presented during the PPF and are contained in bullet points below.

Mr. Daniel Martinez Chief, Business Process

Mr. Martinez spoke positively about how he perceived Peak Season 2019 went, calling it "better than last year and better than the last few". Since there were many initiatives and changes for 2019, USTC and Danny were still fully engaged in studying their data to have a better assessment of what initiatives were the most impactful and which did not provide the program with a better overall outcome.



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Continued from page 1

Current review of 2019, shows that overall domestic volume was down by roughly 2%, however, International volume did increase slightly. Code 2, which had a Peak Season goal to reach 12%, did have weeks where this goal was met but overall fell short at 9.4% of domestic shipments. Danny stated they are still critically looking at refusal data. Based on low CSS response, they were currently unable to associate refusals with the overall success during this peak season. Shortfuse shipments reached 37% at the highest point this peak season with expansion moving to 15 days for the first time in program history. The expansion to 15 days was due to DPS outages experienced in early June resulting in a significant backlog of shipments.

Additional impactful topics presented by various speakers have been presented in bullet form below.

- **Special solicitation for hard-to-service locations**

As has been previously discussed for the northern tier states, USTC is again reviewing options to solicit a single contractor to handle all moves into and out of areas they've deemed hard-to-service.

- **Minimum Performance Score (MPS)**

Currently, the MPS in the domestic program is at a 78. During the Spring PPF, comments were first made about increasing the MPS to 85 beginning in 2020. USTC is still looking at this initiative and 85 is still the number being discussed despite concerns raised stating that answering "good" for all questions in the CSS results in a score of 75.

- **Refusals**

Easily the most talked about topic during the PPF, USTC has stated they are still reviewing their data so they can make a decision on whether Industry will be allowed to refuse shipments next Peak Season. The JPPSOs were very vocal regarding the additional work shipment refusals caused their staff during peak season.

Overall, concern exists with TSPs not entering blackouts because of the potential for a shipment to circulate through the award queues unnecessarily. Destination blackouts were discussed by audience members from Industry as a way to further assist the award process of a shipment. However, due to DPS being in sustainment mode for the foreseeable future, it does not appear destination blackouts are a real possibility.

Providing additional DPS functionality, including allowing the JPPSOs the ability to see how long a shipment has been in their award queue and also the ability to manually assign shipments to available TSPs, are critical changes that will provide a platform for an even more successful 2020 Peak Season.

- **Per Diem Inconvenience Claims**

Currently, service members are required to submit proof that the delay of their shipment was an inconvenience, resulting in unexpected out-of-pocket expenses. Under the current program, the TSP is allowed to require support of a receipt from the customer to substantiate the charges incurred.

While the details have been somewhat limited, USTC is heavily considering a change in this area. A per diem rate change would include, each day a shipment misses the RDD, when a shipment cannot be delivered from SIT in a timely manner (5 business days if requested date is between Aug 16 thru June 14; 10 business days if requested date is between June 15 thru Aug 15), or when there is a missed pickup on a mutually agreed upon or negotiated pickup date. Per diem is also applicable to a service member's spouse (75% of rate) and all dependents moving (50% or 75% depending on dependent's age). Additional information on per diem rates in your area can be found here (<https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>).

- **Agent Passthrough Items**

USTC continues to look at tariff charges and require automatic pass through from the TSP to the agent for certain accessorial charges. This past year, crates and shuttles were added to the fuel surcharge as required passthrough items. This year, USTC is looking at additional items to add to this list including SIT related charges.

Continued from page 2

- **Code J Challenges During 2019 Peak Season**

Code J was a topic discussed following Peak Season due to the difficulties the JPPSOs had moving baggage shipments. This topic has also raised questions relating to rate reasonableness and whether rate rejections negatively impacted Code J this Peak Season.

Overall, the PPF provided good open communication between Industry, the Services and USTC surrounding some of the current issues in the DP3 Program. We are hopeful that impactful changes for this coming peak season will be considered by USTC as we all continue to strive to provide the best service possible to our Men and Women in Uniform.

Major Proposed Changes Coming to the 'Claims Business Rules'

The annual International Association of Movers (IAM) Conference was held in Chicago from 3 October 19 through 6 October 19. During the government claims portion of the meeting, the following proposed changes were presented to Industry. It is our understanding that the government will welcome all feedback on these changes – and Industry will be given the chance to provide input via an advisory similar to the one sent regarding peak season approvals/refusals. At this time, it is unknown when the advisory will be released.

1. MAJOR CHANGE: Inconvenience/delay claims – This proposed change **will require TSPs to pay the member their per diem rate without receipts** when a shipment misses the pickup, or RDD at destination. Additional language to follow. Some questions USTC is taking back to consider: How will the TSPs know how many family members are part of a move? Will the TSP be required to pay the member 100% of their per diem, 75% to a spouse and 50% to children under 12 – or will the member be the only one able to collect? Regardless of how per diem is calculated, the expense associated with this change could be enormous, dwarfing the impact of all other changes combined.
2. MAJOR CHANGE: Change in time limit to report loss and damage – **Notification is changing from 75 days to 180 days to be timely.** It was reported that by doing this, the government and MCOs believe that 180 days is more than enough time for someone to report loss and damage, even if deployed or in training. It was also discussed that this will eliminate the TSPs from having to reach out to the MCOs with an extension request when the member reports they didn't have enough time to provide notice and file their claim. Also, the TSP would be required to notify the member at 60 days after delivery and 150 days after delivery to remind the member of the 180-day limit to report loss and damage.
3. Instead of the **TSP having the option** to either repair a damaged item or pay the repair cost directly to the member, the proposed change is now that **the member** has the option to choose repairs or collect the cash value of the actual repair.
4. If a TSP reaches their max liability, they would not be required to provide an itemized list to the MCO of **exactly which line items/how much** was paid to the service member.

These are some major changes proposed by USTC and we encourage you to provide feedback to USTC as soon as possible when the advisory is released on how these proposed changes will affect you.

UPDATE on Inconvenience Claim Discussion from PPF and IAM Meetings: As noted above, there was further discussion on the topic of per diem at the IAM Convention this year, including the thought of removing the spouse and children from the payment calculation. In addition, there was indication that it would only apply when the member actually had a residence and was waiting. As of the writing of this article, no decisions have been made in that regard.

A Must Know About REAL ID

In an effort to combat terrorism, identity theft, other crimes, and to strengthen the accuracy and integrity of driver's licenses, Congress passed the [REAL ID Act in 2005](#). Beginning 1 October 2020, REAL ID Driver's Licenses, or REAL ID Identification Cards, will be required for access to enter secure federal areas (military bases). This requirement will also apply to commercial flights.

REAL ID compliant ID Cards and Driver's Licenses are distinguished from their non-REAL ID counterparts by one of several symbols below. One of these symbols will be located on the front of the driver's license or ID card indicating that it is REAL ID compliant. Please check with your state's Driver Services Facility for more information on identifying a REAL ID issued by your state.



Photo credit: nationalnotary.org

The REAL ID Act requires states to request additional documentation and substantiation in order to be obtained, as compared to a non-REAL ID Driver's License or ID Card. Again, please check with your state's Driver Services Facility for the required documentation in order to obtain a REAL ID. A few states (New Jersey, Oregon, and Oklahoma) are not yet REAL ID compliant, but should be by mid-October 2019.

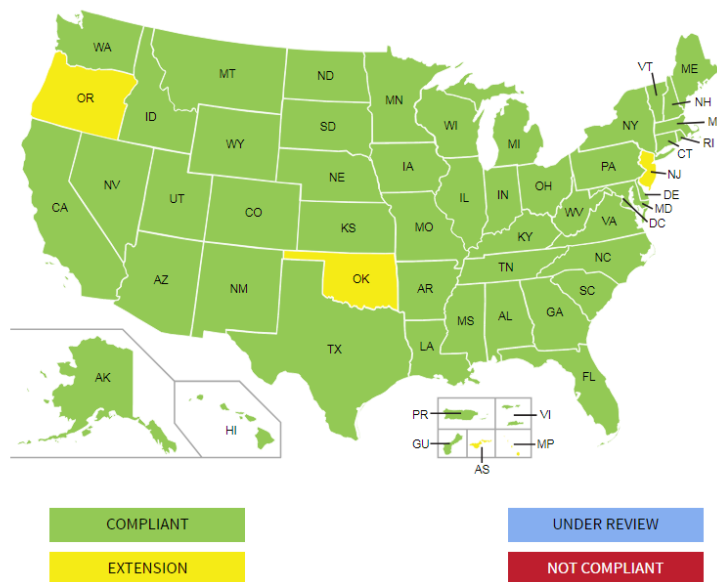
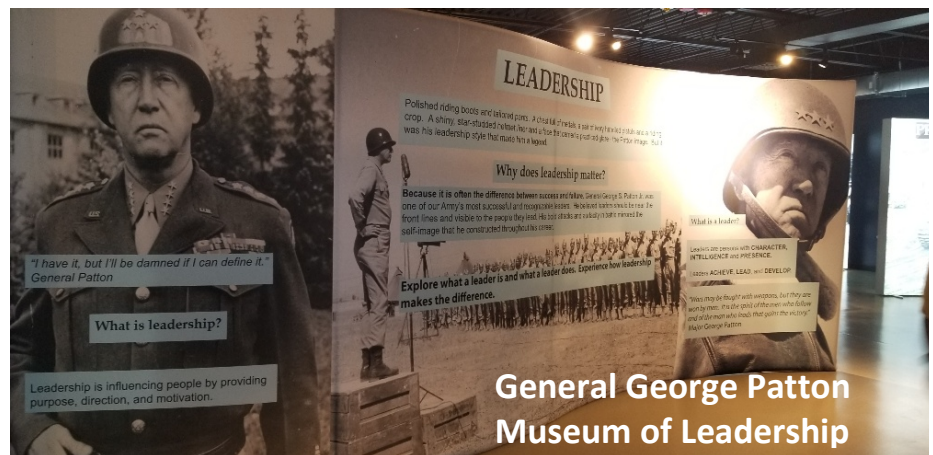


Photo Credit: dhs.gov

Military bases will deny access to individuals without a REAL ID compliant driver's license or ID card containing the REAL ID symbol as mentioned above. Passports, passport cards, and other federally issued forms of identification may still be approved as a valid form of identification after 1 October 2020, regardless of the individual's possession of a REAL ID. If you do not have, or do not plan to obtain a REAL ID, please check with the base you plan to visit in order to determine what federally issued forms of identification are acceptable after 1 October 2020.

Claims Prevention and Procedure Council

In September, our claims employees; Michael Czarnecki, Pam Johnson and Kristi Tablerion, attended the Claims Prevention and Procedure Council (CPPC) in Louisville, Kentucky. Conference attendees were given the opportunity to visit Ft. Knox and spend the afternoon with Army Claims (Army MCO). They were given a full tour of the base, in addition to visiting the General George Patton Museum of Leadership. It was a tremendous opportunity and we thank CPPC for arranging and Army Claims for allowing us to be their guests.



Document Updates

Please note that the following documents have been updated by USTC. The documents can be found at: <https://move.mil/sme> or by clicking on the documents below:

- [2019 400NG Change 1](#) Effective 15 May 2019 through 14 May 2020
- [International Tender IT-19 Change 2](#) Effective 15 May 2019 Through May 2020
- [Tender of Service Change 1](#) Effective 8 May 2019

September 2019 PowerTrack Fee Decrease

On September 18, the Fed announced that it would DECREASE its prime lending rate to 5.0%. As a result of the change, the PowerTrack fee has decreased to 1.48%.

As in the past, we will assess this change to all future shipments billed that are picked up on or after 15 August 19, and on all SIT and supplemental invoices billed on or after 1 September 19.

If you should have any questions, please reach out to NFC Billing at 800-323-9125 or nfcbilling@nationalforwarding.com.

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

The guy at origin, Tray, he was really great, helpful and courteous. Deondre at delivery was also amazing.

Origin: Stewart Moving & Storage, Portsmouth, VA

Destination: Stewart Moving & Storage, Pensacola, FL

The TSP crew did great as far as timeliness and also courtesy and friendliness.

Origin: Allstate Moving Systems, Ventura, CA

Hauler: National Van Lines, Broadview, IL

One of the best moves I ever had.

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

Tommy the driver and both his crews did a fantastic job!! I will request him by name for all my future moves!

Thank you!

Hauler: Scobey Moving & Storage, San Antonio, TX

The origin crew was fantastic. They showed up the same day as the packers and got it loaded. Everything was finished by the afternoon.

Origin: McCarthy Transfer & Storage, El Cajon, CA

Hauler: Ackley Enterprises, Poway, CA

Movers at destination, Oscar was fantastic!

Destination: Cornerstone Moving & Storage, Fredericksburg, CA



COMPANY NEWS

HAPPY ANNIVERSARY

September 12	Deanna Munizza	Manager, Pre-Approvals, Authorizations & Special Projects	13 years
September 29	Linda Griffin	Administration	39 years
October 25	Rachel Davis	Billing Manager	9 years

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