



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: January 25, 2017

TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates

FROM: Michael Wilson, Director, DOD Programs

SUBJECT: NFC to Assume Forwarding of Base Paperwork

NFC is pleased to announce that as of February 1st, 2017, our origin agents will be relieved of the responsibility of forwarding origin documentation to the PPSO. However, we do have a few requests in order to make the transition seamless.

- The origin agents should aim to submit all origin documentation within 1-3 days of pickup to origin-docs@nationalforwarding.com. These documents include: **Rated** GBL, weights, inventory (carton and stick inventory) and DD619.
 - **Rating** of the GBL simply requires the Gross, Tare, Net and Pro Gear weight totals are filled in Block 28.
 - If your invoice is ready at the time you have all your paperwork prepared, simply include your invoice as the first page of your PDF file.
 - A single PDF containing all requested documentation is required. We are unable to accept emails containing multiple attachments.
- If the driver has not returned the weights and inventory by the 4th business day after pickup, please contact our office.
- If we have not received the documents by the 4th business day after pickup we will reach out to the OA via email and ask for a paperwork status update.
- If we have not heard from the OA by the morning of the 6th business day, a second and final attempt will be made to obtain the paperwork from the OA. If the paperwork has not been received and processed by end of the 7th business day, the OA stands to receive a 5% deduction to their Origin Service Commission for failure to submit paperwork in a timely manner.
- For International shipments, you are asked to follow the same steps above, but email the paperwork to international@nationalvanlines.com

Agent Link Customers

- If you are submitting your documents via Agent Link, we receive a copy, so there is no need to submit them to NFC via email.
- You will however, be required to submit your origin invoice to origin-docs@nationalforwarding.com

Thank you for your support as we transition to a new procedure aimed to eliminate Letters of Warning and Letters of Suspension for missing or late paperwork. If you have any questions or concerns, please do not hesitate to contact me.

MDW/ab