



NATIONAL FORWARDING CO., INC.

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Agency Services Bulletin May 15, 2020

TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates
 FROM: Steve Caruso, Manager, Agency Services
 SUBJECT: New ETA and Delivery Requirements

As the 2020 Peak Season begins, despite much more slowly than normal, there are crucial changes to the rules and regulations that surround Military HHG shipments. One of the most impactful changes is to shipment ETAs and deliveries.

Shipments that have a load date on/after 15 May, require **24 hour advance notice before arrival to destination**, or before a delivery can occur – whether a direct delivery or delivery into SIT. Additionally, for shipments going into SIT, there must be two documented unsuccessful attempts to contact the customer, both being at least 24 hours in advance, and these attempts must be at least four hours apart, before offloading can occur. **Unannounced arrival simply cannot occur.** Failure to provide 24 hour advance notice will result in drivers not being allowed to deliver or offload shipments for up to 24 hours. Should an agent take a shipment into SIT without authorization, it could result in the denial of SIT and/or related delivery charges.

We are asking all agents to be mindful of these changes. Continuous communication between drivers, dispatch teams, the customers, and our office will help to navigate these new rules. It should result in better customer service as everyone will be on the same page. To assist with this enhanced communication, National Forwarding will be sending automated emails to agents, providing an easy way to communicate ETAs, and changes to ETAs.

Please provide an ETA and weight information, if it is not shown.

VIP	Reweigh	if	NFC B/L #	Hauler B/L #	GBL	Shipper name	Origin	Destination	Load date	RDD	ETA	Gros:
Y			500001	643265	ABCD1234567	CARUSO, S	JACKSONVILLE	NEW BRAUNFELTX	5/05/20	5/22/20		47341
Y			500002	643350	EFGH1234567	BUESSE, A	CHESAPEAKE	VA CLARKSBURG	CA/5/04/20	5/26/20		56281
Y	Y		500003	643262	IJKL1234567	WILSON, M	COLUMBUS	GA DAVIS	CA/4/30/20	5/26/20		47461

The image above is an example of information in the hauler ETA update emails. This box shows shipments that have been loaded, but we have yet to receive an ETA from the hauler. Add a shipment's ETA to this section once the driver updates you.

Please see previously provided ETA. If the information below remains accurate, no reply is needed.

VIP	Reweigh If	Reweigh #	NFC B/L #	Hauler B/L #	GBL	Shipper name	Origin	Destination	RDD	ETA	Updated ETA	Gross
Y			500001	643143	ABCD1234567	CARUSO, S	CHARLESTON AF	BSC LAVEEN	AZ	5/29/20	5/12/20	70020
Y			500002	643244	EFGH1234567	WILSON, M	SEEKONK	MA SAINT MARY	SGA	5/20/20	5/15/20	60180
Y			500003	643238	IJKL1234567	BUESSE, A	BETHESDA	MD OLYMPIA	WA	5/18/20	5/18/20	19260

The image above, also included in the ETA update emails, shows shipments that are still in transit, and where we have already received an ETA. If there is a change to the ETA, if the driver is delayed or ahead of schedule, note any updates in this section and be sure to include notes - "notes" cell will be included in the table.

If you have any questions regarding these changes, please contact Agency Services: AgencyServices@nationalforwarding.com or (800)323-9125. Thank you for your help with adapting to these new regulations, and stay safe!