

MOVING *Forward*

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Congratulations are in Order

On October 10, Tim Helenthal, President and COO of National Van Lines was elected as the Vice Chairman of the International Association of Movers (IAM) at its 52nd Annual Meeting in Orlando Florida. Tim is no stranger to leadership positions in our industry, having served on the IAM Board of Directors as Chairman of the Accessorial Services Committee and on the AMSA Government Traffic Committee. Tim brings a wealth of experience, insight and common sense which will serve IAM and our industry well.

Before his appointment as President & COO of NVL, Tim worked for National Forwarding Co., Inc. for 18 years. He began his career with NFC as the administrator of the Total Quality Assurance Program (TQAP-don't hold that against him!) and was promoted to increasing levels of responsibility encompassing Operations and Customer Service with his final position as the Vice President of Agency Services. His responsibilities extended well beyond Agent relations to include oversight of the DoD Personal Property Program. This extensive experience will serve him well since the IAM Vice Chairman also serves as the Chairman of the Government Affairs Committee.



Tim Helenthal, President & COO of National Holding Company, and Vice Chairman of the International Association of Movers

In addition to his IAM appointment, Tim was named the President and COO of National Holding Company, the parent company of NVL and NFC, at its Board of Directors Meeting on October 17th. Having worked closely with Tim over the last 20 years, I can say he is one of the most intelligent, imaginative and hardworking people I have ever met. It is indeed a pleasure to have worked with him so closely over the years and to see him emerge as the future leader of the National organization.

Patrick C. Johnson
President
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FALLING INTO GOOD HABITS

Now that peak season is over, it is a good time to reflect. Here are some reminders from NFC to keep you organized and on track for next year. Getting prepared and staying informed now means fewer headaches later on.

BACKGROUND CHECKS



It has been reported by several agents that this was the most difficult year they had experienced with regard to entry onto military installations. It is expected that this trend will continue into 2015. Crews and drivers experienced long lines; sometimes over three hours, and after presenting credentials to Security, either the driver or crew member was not allowed entry.



Unfortunately, the explanation to us (or the service member) was the person had a felony on their record. In most cases, it was discovered not to be a felony, but a misdemeanor, such as unpaid child support, unpaid parking tickets and arrests made for fights or drinking dating back 20+ years.



Agents and haulers should make sure all of their employees have a background check prior to employment. A background check can be used by employers as a means of judging a job candidate's past mistakes, character and fitness and to identify potential hiring risks for safety and security reasons.

There are a variety of background checks available, and the potential employee will need to agree to the check. Be prepared, because even though a background check was done, it appears the Security check at the military installation may go back further. Make sure you comply with all state and federal employee laws.

Fall is a good time to start preparing your strategies for next year's hiring of employees. If you are an [AMSA member](#), [CastleBranch](#), one of the nation's largest screening companies, is offering members various levels of background checks at a discount.

SAFE DRIVING PRACTICES



Fall is here and you know what that means; winter is just around the corner.

It is time to get ready for the freezing conditions and make sure each driver and truck is ready.

- 
- Keep an eye on the temperature. 32 degrees will ice the roads if any rain, sleet or snow is in the air.
 - Be prepared. Have basic food supplies, water, flashlights and plenty of blankets to help you survive a storm.
 - Stock up on fuel additives before the snow hits. Many truck stops sell out of items; having them in advance will save time and money.
 - Ice on the windshield means ice on the road.
 - If you see 4 wheelers spin out of control get off the road. A truck stop is the best place to pull over. Do not park on any incline, the truck could slide.
 - Keep a safe distance, reduce speed and be prepared for a change in conditions at all times.
 - **Remember no load is worth your life. Use common sense and pull over when road conditions are not safe.**

NO, NO, PBO!!!

On an international (or domestic) household goods move, we DO NOT allow any PBO items to be listed on the inventory. The inventory is used as an official document for customs clearance. This is also a security measure. Your crews are on the "front line" when it comes to noticing anything out of the ordinary. Anything unusual should be reported to the crew foreman. If the customer insists on packing a few things, they must leave the carton(s) open for the crew to inspect, and then seal.



National Van Lines has the expertise and world-wide contacts to provide you with the highest quality, most complete and competitive International relocation service available in the industry today. If you are ready to create a strong partnership with a company that cares about Moving Memories call our International Division.

By Land, By Sea, By Air... Everywhere!



(800) 323-1963 or international@nationalvanlines.com

APPS



app
/ap/
noun *COMPUTING*

An app is a self-contained program or piece of software designed to fulfill a particular purpose; an application, especially as downloaded by a user to a mobile device. Below are only a few of the tens of thousands of apps that are out there. We hope that you find the apps below that specialize in organization useful.



Evernote

Evernote is a free app for your smartphone and computer that stores everything you could possibly imagine losing track of, like a business card, boarding pass, receipt, article you want to read, to do list, or even a simple typed note. The app works brilliantly, keeping everything in sync between your computer, smartphone, or tablet.



Priority Matrix

Priority Matrix is a simple and effective task management tool for work and life organization. The app uses a simple four square matrix allowing the user to prioritize and keep focus in on what is critical while maintaining visibility to things that can wait. Priority Matrix is also a free app.



Trello

Trello is a simple organizational tool that can be used for project management. According to Trello, it uses paradigm for managing projects known as kanban, a method that had originally been popularized by Toyota in the 1980s for supply chain management.

Top 10 Scariest Moments for Claims & Customer Satisfaction Scores



10. An inventory with bogus exceptions on it
9. Mold
8. An inventory with no exceptions on it
7. Mold
6. Not following the firearms policy
5. Mold
4. Non-vetted casual labor
3. Mold
2. Lost hardware

1. Mold!!!

Detecting a theme with this list? There's good reason, since mold continues to top everybody's list as the scariest thing around! It is **NOT** okay to accept an item with signs of mold – ever! Once we take the items, exceptions or not, they become our problem. Kevin Spealman, Vice-President Claims & Customer Service served on the claims panel for the International Association of Mover's annual meeting, and the two hour claims session was completely dominated by the mold issue. Please remember – refuse moldy items, and call Kevin Spealman or Pam Johnson at 800-325-6889 if there are any questions.

Final Impressions

Everyone knows how important the 'First Impression' is, but how about the 'Final Impression'?

The delivery is our last contact with the customer and the one they will remember the most.

Communication and Customer Service are the keys to a great move.

- Call the customer the day before with an ETA of crew arrival and to confirm their needs.
- Call the customer the morning of delivery to confirm crew departure.
- Give your crew chief the customer's phone number; tell them to call in case there is a delay in arrival time.
- Upon arrival, the crew chief needs to make introductions and explain delivery process.
- The crew needs to do their job in a professional & friendly manner. (Don't ask the customer to buy lunch or drinks.)
- The crew should be prepared for a full unpack & assembly. A willing attitude is crucial!
- All debris must be cleaned up and the boxes must be removed.
- Make sure the customer is thrilled with their delivery. You want the customer to recommend you!

REMEMBER - A SMILE GOES A LONG WAY 😊



Train Your Entire Team with AMSA's CPL Training Program

Now available in a
Spanish-language version!

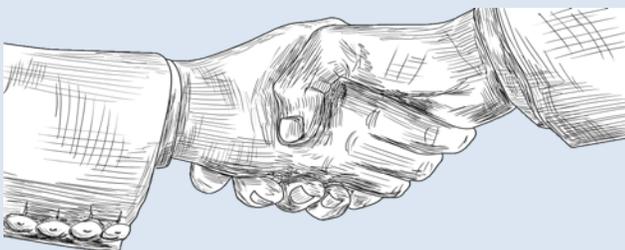
AMSA's [Certified Packer/Loader](#) (CPL) program is a fully interactive CD-ROM training course that includes an introduction to moving and storage, customer relations, and claims prevention through packing, loading, unloading, safety and reporting procedures. CPL has received rave reviews from purchasers who noted that it helped them reduce claims, reduce trip and fall rates, and more! AMSA members can purchase this CD-ROM once for \$400, and train as many as necessary!

For an additional \$50 per person, packers/loaders can take AMSA's packer/loader test and be certified, which allows them to demonstrate their credentials to customers.

For questions, contact [MaryScott Tuck](#); order your copy today!

Service Reminder: NFC Fast Pay

National Forwarding offers Fast Pay service on all agent invoices. Our Fast Pay service provides same day payment on all invoices received by Noon CST with necessary supporting documentation. Signup is not required but a small convenience fee is applied if you participate. If you would like additional information on NFC's Fast Pay Service, please email Tracie Tagney at tracie.tagney@nationalvanlines.com.



September Contest: What's your WOW factor?

In our September Newsletter we asked you what you do to "Wow" your customers.

Congrats to our random drawing winner Carll Smith, owner operator who works with National Van Lines. He will be receiving a \$50 gift card.

Carll said he pays close attention to items the customer says are special and takes good care of them during the moving process. In addition, he keeps the customer informed on what he does with unique items like hardware and shelving when it is disassembled.

Thanks for the tips Carll!

Someone you should know...

Now that peak season is over we were able to catch up with Josh Kaiser, Manager of our Move Management division at NFC. Over the years he has helped hundreds of customers with their moves and he is a valuable asset to our company. We asked him some questions about work and his hobbies.



How long have you worked at National?

I started with National as a Move Manager in February 2009. At the time Courtney Rose was my supervisor and taught me the ins and outs of the department and the industry as a whole. When she announced she was moving to California, I applied for the position of Supervisor of Move Management. After some nerve-racking interviews and discussions I was promoted to Supervisor of Move Management in January 2011. A short time later I was promoted again to Manager of Move Management and have maintained that title to date.

How has Move Management changed since you started in 2009?

Move Management has changed a lot since I started back in 2009. Initially we were a department of 6 people who were only dedicated to making customer service calls. Since then we have grown to a department of 17 (including 6 offsite employees) with a wider range of responsibilities. Move Management handles everything from following up with customers to complete their surveys, various other customer and agent interactions, shipment tracking, clearing shipments in DPS and many other various DPS actions that need to be performed. We have also made a lot of programming changes in our system to further streamline and automate our day to day processes. Move Management has come a long way in just a few years!

What's a memorable NFC moment you have had?

I have had a lot of memorable moments at National so it's hard to choose! One of my earliest moments with National was going to the rooftop Cubs game. It was a wonderful experience and I had the opportunity to meet a lot of our agents in person as a very new employee! Another exciting moment was when the new office for the department was completed. Having everyone together in a brand new area was quite a positive change for us as we were able to expand and become more efficient in our daily tasks.

What do you like to do in your spare time?

Outside of the office I am always involved in a plethora of activities. On my days off you can find me working on vehicles, hunting, fishing, target shooting, riding motorcycles, hiking, off-roading, and collecting and restoring military/historical items.

Departmental and Specific Task Emails

Departmental Email		Specific Task Email	
Operations	nfcoperations@nationalvanlines.com	Origin Agent Invoice/Ppwk	origin-docs@nationalvanlines.com
Move Mgt.	movemanagers@nationalvanlines.com	Hauling Invoice/Ppwk	hauling-docs@nationalvanlines.com
Agency	agencyservices@nationalvanlines.com	SIT Invoice/Ppwk	storage-docs@nationalvanlines.com
Billing	nfcbilling@nationalvanlines.com	Pre-move Surveys	premovesurveys@nationalvanlines.com
International	international@nationalvanlines.com	Preapprovals	preapprovals@nationalvanlines.com
Claims	ncs@nationalvanlines.com	Pickup Weights	originweights@nationalvanlines.com
Administration	admin@nationalvanlines.com	Tonnage List Request	nfctonnage@nationalvanlines.com
		International Quotes	quote@worldrelocations.com
		Clearing & Delivery Info	nfcoperations@nationalvanlines.com
		Notice of Delivery out of SIT	movemanagers@nationalvanlines.com

WHAT OUR CUSTOMERS ARE SAYING POSITIVE CUSTOMER SATISFACTION SURVEYS

The loading crew was phenomenal. With 12 years in the military, I've moved quite a few times and Jon, the driver was by far one of the best I've ever seen. His timeliness, organization, focus and overall attitude made the loading run the smoothest I've ever seen. What only took 3 guys would usually take 6-8 loaders in the past. Delivery crew was great. Again, Jon the driver was the best. He seemed like he really took a personal interest in the move which really meant a lot to our family. I can only hope that there are more guys out there like Jon who help us with our moves in the future. I don't know if you can relay to his superiors of what a great job he did in heading up this move, but he is the gold standard of what a household goods move should be. I can't even begin to thank him enough!

Driver: Jonathan Elsis for American Way Van & Storage, Vandalia, OH
under National Van Lines authority

Move coordinator was great. Called every few hours on move day. Followed up with him. Crew was outstanding. Been in military six years, smoothest move.

Origin & Hauling: Ralph Cummings Mov/Stge, Dayton, OH under Covan Worldwide authority

Origin: Hector, Matt, and Raymond were amazing. They were patient, thorough, and very organized in packing, which made the destination unpacking easy. Destination: Raymond and Matt (again), they were patient, willing to work hard, and pleased the service member with the process. Smooth move and very hard work provided by the crew. Marty provided great communication throughout the process. There were no issues but the service member and family was always kept in an understanding that if an issue occurred to contact Marty with assistance.

Origin & Hauling: Enterprise Van Lines, Congers, New York

Everyone's attitudes were great. The driver was phenomenal.

I really appreciated the team that was hired!

They took the time to make sure they did everything I wanted and took great care of me! 6th or 7th move with the military and this is the 1st move where NOTHING was broken at all!

Origin: County Moving of Abilene, Abilene, TX

Hauler: Lone Star Van Lines, Fort Worth, TX



COMPANY NEWS

Happy Anniversary

October 9	Pam Hanke	14 years	Office Assistant
October 25	Rachel Iorfida	4 years	Billing Technician
October 29	Jeff Schmidt	2 years	Move Manager
October 30	Jason Hoster	1 year	Claims Adjuster

Congratulations

Congratulations to our Claims Adjuster, Jana Lopez! She married David Domagala on September 13. We wish them well on their bright future.

Congratulations to Mike and Sharion Zachary of Lone Star Van Lines, Fort Worth Texas on becoming great-grandparents! Baby Landon Michael was born on September 25th, weighing in at 7lbs 7 oz.

Congratulations to our Move Manager, Maggie Obediah! She had a baby girl Violet Anastasia on October 15, weighing in at 5lbs 13 oz. Mom and baby are doing well.

NFC Gives Back

From April to October of this year, NFC has been dedicated to raising funds for Honor Flight, an organization that takes World War II vets to Washington D.C. for a day of remembrance. We are proud to announce that we have raised a record \$6000 for the vets.

