



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: February 13, 2017

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

FROM: Kevin Spealman, Vice President Claims and Customer Service

SUBJECT: Paperwork for Claims Prevention

This is a great time of year to start thinking about refresher courses for personnel. I have therefore decided that a memo is in order to remind everyone of some of NFC's policies regarding paperwork, and also just some "good standard practice" relating to paperwork.

High Value/High Risk Inventory

Please **see the attached for details**. We have a mandatory policy, and this document is a great claims prevention tool. Some common mistakes we see are failing to do the mandatory unpack for these items and get the initials on each item in the last column and not including high risk/highly pilferable items along with high value. Remember that anything on the HV/HR inventory must also be on the regular inventory.

Inventory Procedures

- Do not over-write or under-write exceptions
- Surface scratches (that you have to bend down in the right light to see), should NEVER be written up – that's normal wear and tear
- Over-writing inventories can seriously harm our Customer Satisfaction Survey score, and therefore harm our business – we'll probably inspect anyway if there's a serious damage claim
- Don't forget the MODEL #, as it's way more important than serial numbers
- Be descriptive (what color and pattern of couches, how many cushions, what kind of material, etc.)
- Don't forget the recent warnings from JPPSO's for inventory issues- LOW's and Suspensions will be issued

Riders/Exception Sheets

- Both parties are free to put their own point of view on the rider – if there's a disagreement, the document should reflect the position of each party
- Call us!! If there's a problem, call NFC, Claims watts line: 800-325-6889
- HHG must stay accessible, in a staging area, until everything is finalized and exception sheets signed. We must be notified immediately, before anyone leaves, if that is not being done

- The rider is not valid unless both parties sign. The name and B/L # should also be on the rider, as well as the date it was taken. If the other party does not want to sign a rider, call us immediately at 800-325-6889.

1850/1851 - "Loss/Damage at/after Delivery Form

- Two sided form
- National Claims Services information, including toll free phone # and email of ncs@ncsclaims.com should go in the bottom right above driver's signature
- If no loss and damage, write NONE across the form
- If more than one page, write 1 of 3, 2 of 3, etc.

KRS/ab
Enclosure



NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: May 31, 2012
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates
FROM: Kevin Spealman, Vice President, Claims and Customer Service
SUBJECT: **High Value/ High Risk Policy**

Before we get farther into the busy season, I wanted to send out a reminder of our mandatory High Value/High Risk Policy. All parties that handle a shipment have some responsibilities under our policy, particularly origin agents. Please take a moment to review the steps below.

Origin Agent – Be certain to prepare a High Value/High Risk Inventory on each shipment. While the customer must be responsible for ensuring high value items (worth more than \$100 per pound) are listed, **the origin agent** is responsible for making sure all “high risk items” are included. High risk items include cd’s, dvd’s, electronics, or any other pilferable item. The origin agent should also help to make sure that all high value items are listed.

Only the new HV/HR inventory that is government recognized is acceptable for use. It is also most desirable for you to prepare your own inventory of packed items. That way, you can ensure that High Value/High Risk Items are listed not only on the HV/HR inventory, but also on the regular inventory as required. Our special numbered security seals must go on the top and bottom of each HV/HR item, and seal numbers should be recorded on the HV/HR Inventory.

Haulers/Drivers – Items on the High Value/High Risk Inventory must also be on the regular inventory. Always check to make sure all items on a packing or HV/HR inventory are present before loading. Have a supply of blank High Value/High Risk Inventories on hand for use if the origin agent did not prepare one. If picking up from an origin agent’s warehouse and no HV/HR inventory is present, write on the rider that there is no HV/HR inventory. Seals already on cartons should be carefully inspected.

Destination Agents – If receiving a shipment into storage, and there is no High Value/High Risk Inventory, annotate on your rider that there was no HV/HR inventory given to you. When checking in a shipment, make certain that items on both the regular inventory and HV/HR inventory are present, and carefully inspect security seals. If seals look tampered with, the carton should be opened and checked.

At Delivery – There is a mandatory unpack of HV/HR items under NFC policy. The customer must initial each item in the right hand column, and sign at both origin and destination for NFC to have the full benefits of protection against claims.

Please contact me if you have any questions, and remember that if there is a claim for missing items from these cartons, the party or parties that did not follow procedure would stand to be responsible.

KS/Ig