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

FROM: Steve Caruso, Agency Services Representative

SUBJECT: Parts and Hardware Update

There has recently been an uptick in Letters of Warning surrounding parts/hardware boxes, specifically from JPPSO-SC – some carriers are even on the verge of Suspension due to this issue. As this is seemingly now a hot-button issue for some bases, we wanted to provide a reminder to you all as to how parts/hardware should be handled.

The wording regarding parts/hardware has remained the same in the Tender of Service (TOS) for quite some time. These are the military's rules regarding the handling of parts/hardware – the wording could be considered somewhat vague:

"All nuts, bolts, screws, small hardware, and other fasteners removed from articles for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., "Nuts, bolts, screws for Inventory #55 – Baby Crib")."

There are several possible methods for handling hardware – use of a "parts box," attaching parts to the disassembled item, or inserting the hardware back into the disassembled furniture (putting the bolts/screws back into the holes in which they were removed from). Either of these methods are acceptable, and they should both be documented appropriately on the inventory pages.

When hardware is attached or re-inserted, the inventory should note: "hardware attached," or "hardware inserted" on the accompanying item's condition line. This documentation on the inventory pages fulfills the TOS requirements. Additionally, should a shipment go into SIT, the receiving agent should include a note confirming the attached or re-inserted hardware on the rider. If an item(s) states "hardware attached/inserted" on the inventory and the hardware is not present, it should be noted as short for that item. A blanket statement of "all hardware unknown" will not necessarily waive an agent of liability if proper documentation is not made.

If a "parts box" is used, the hardware should be individually packaged – in Ziplock bags would be ideal – and the packaging should reference the item that the hardware belongs to, "(i.e., 'Nuts, bolts, screws for Inventory #55 – Baby Crib')." See below for inventory preparation. Parts should not be wrapped in paper as they are liable to be disposed of at delivery. Additionally, parts should also not be thrown loose into the "parts box." Doing this creates a lot more work for the delivery crew and increases the likelihood of a "dump and run," especially during the summer months. The "parts box" should be #1 on the inventory,

and placing the “parts box” on the High Risk/High Value Inventory is also strongly suggested. If a shipment with a “part box” goes into SIT and that “parts box” is short, the rider should note it as short. If the carton is received damaged, the rider should note the damage – opened, crushed, etc. Again, a blanket statement of “all hardware unknown” will not necessarily waive an agent of liability if proper documentation is not made.

The majority of the Letters of Warning surrounding “parts boxes” is due to the wording on the inventory. Per JPPSO-SC, the “parts box” line on the inventory should reference – inventory number and description of the item – every item that has parts that are packed in that box. This is required to be completed on the “Household Goods Descriptive Inventory” pages – you may use an addendum form if you wish, but it is to be used in addition to and not instead of this required documentation. Should the driver be unable to inventory every set of hardware on the descriptive inventory, we strongly urge them to go back and attach or re-insert the hardware to each piece of furniture, then indicate that the hardware is attached/inserted on the inventory. Below is an example of what the “parts box” line item should look like on the descriptive inventory pages.

NOTE: THE CONDITION OF THESE ARTICLES INDICATES GOOD CONDITION EXCEPT FOR DAMAGE

ITEM NO	CR. REF.	ARTICLES	CONDITION AT ORIGIN
1	1.5	CP parts box - contains: #84	
2		screws MBR Q bed, #174 pegs	
3		white bookshelf, #132 screws DR	
4		table, #33 bolts black metal F	
5		bed frame, #23 screws & remote	
6		55" Sony TV, #199-201 screws	
7		black sectional	
8	3.0	CP MBR bedding	
9	1.5	CP office books (12)	
0	DP	CP tools/parts & hardware	

On larger shipments, we realize that this will lead to the use of many lines on the first page of the inventory in order to accommodate all of the required notes for disassembled items. This is a major shift in the way in which the inventory should be written, but per JPPSO, the change is in the interest of customer satisfaction. These rules are not new, they are simply being more strictly enforced. Until industry and DOD can come to a mutual understanding of how to interpret these regulations, we ask you to comply with the interpretation of JPPSO-SC in order to avoid Letters of Warning.

In March, we will be attending JPPSO-SC for their forum, and this will likely be a topic of discussion. If your agency has any feedback, or would like to provide some examples of how the inventory would look when properly done, we'd have some direct information and feedback to discuss with JPPSO personnel.

The information above is not a change in NFC Policy, and additional information can be found in the September 2017 policy newsletter – available upon request.

Thank you all, and please reach out to agencyservices@nationalforwarding.com if you have any questions and/or feedback.

SAC/sc