



*"Proudly Serving Military Families"*

## **NATIONAL FORWARDING CO., INC.**

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DATE: November 15, 2018

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

FROM: Kevin Spealman, Vice President, Claims & Customer Service

SUBJECT: Policy for Overflows

In order to comply with the Tender of Service and to avoid loss, we have developed the following policy for shipments that have overflows. Please disseminate this policy to all appropriate staff members to ensure every overflow shipment is organized and delivered successfully. We need this information to get to the people actually doing the work.

The main portion MUST include:

- Parts Box, if used (they are optional) – should always be first item on inventory
- All mattresses and box springs
- Bedding
- Dishes, cookware and glassware
- ALL High Value/High Risk items
- Any other items that are essential to everyday living (ask the customer!)

Failure to load essential items can result in costly inconvenience claims and lower Customer Satisfaction Scores (CSS).

- The main load driver must prepare an inventory covering the entire shipment. This includes items that he is leaving behind as an overflow.
- The main load driver must write "OVERFLOW" in the right hand column next to each item that will be left behind for the overflow portion.
- The next driver, or overflow driver (or agent if making an APU), must make a separate overflow inventory, and it must be cross referenced to the original inventory. Making a separate overflow inventory is a Tender of Service Requirement.
- The overflow inventory should be labeled at the top as "Overflow"
- New tag numbers should NOT be used for the overflow items, as multiple tag #'s are confusing and could result in claims for missing items. The items marked "overflow" on the main inventory must be checked, to ensure that all items are present and accounted for – in the event that the member chose to hand-carry something, etc.
- Items loaded on the overflow that are not on the main inventory should be included on the overflow inventory as "No #"

### **On the Receiving End**

- For any change of hands (ie. the shipment goes into SIT at destination) the shipment should be checked off against the main inventory.
- When receiving the main portion, any items NOT marked “overflow” should be indicated as short. For the overflow items, it is sufficient to simply write “Items on overflow not received.” It is a given that overflow items will be missing when the main load goes into SIT.
- When receiving the overflow portions into SIT, write up any items on the overflow portion as missing if they do not check off. If there were missing items from the main load, the receiving party should also indicate whether those items arrived with the overflow or not – so the last rider is essentially an update to the first one. If in doubt however, missing items on the main load rider would still be the responsibility of the main load driver. Each driver is responsible for the portion that they take according to the inventory.
- Riders should clearly list date, company names of delivering and receiving companies, have both signatures and should also indicate “main load” or “overflow.”