



*"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: July 7, 2016  
TO: Agents of National Forwarding Co., Inc. and Affiliates  
FROM: Michael Wilson, Director, DOD Programs  
SUBJECT: Recording Pro-Gear Accurately for Our Customers

Recently, SDDC changed the manner in which pro-gear weight is determined. Unless an actual weight is obtained, a constructive weight is derived based upon 7 pounds per cubic foot. That greatly minimizes the actual weight of the pro-gear which usually includes books and papers. The tariff requires that all pro-gear be weighed separately on a platform or other scale type. "Other scale type" can include a general bathroom scale.

There are several opportunities during the course of a move to leave a positive impact on the customer. This is a prime example for the origin agent to positively impact a customer's move by simply using a bathroom scale to accurately identify the weight of a service member's pro-gear.

When annotating the pro-gear on the inventory be sure to include:

- Carton size
- The carton contents
- "Pro-gear"
- Annotation as to whether pro-gear is the member's (M) or spouse (S)
- The bathroom scale weight of the carton

Please share this with your pack crews and ask the crew leaders to carry a bathroom scale with them to each military household goods move they service. This small gesture can go a long way towards helping the service member and getting you a better Customer Satisfaction Survey.

MDW/ab