



NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

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

Fax: (708) 345-9112

“Proudly Serving Military Families”

DATE: March 18, 2019

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

FROM: Rachel Davis, Billing Manager

SUBJECT: Shuttle Service Requirements

As most agents and haulers are aware, receiving and retaining shuttle payment on DOD shipments has been a challenge for our industry for some time. Providing satisfactory proof of the truck to truck transfer to the PPSO and GSA has been at the forefront of the issue. This has forced our Billing Department to implement a shuttle policy that requires tractor trailer weights, PPSO preapproval, and a signed DD619/DD619-1 to avoid receiving a Notice of Overcharge (NOC) on the shuttle billing. Unfortunately, we are still seeing an exceedingly large amount of shuttle charge backs from GSA due to lack of substantiating proof. Additionally, we are being asked to provide more details surrounding the events of a shuttle service. This includes proof of the presence of the smaller shuttle vehicle, transfer points, vehicle information, etc. It is important to note that these additional document requirements were also added to the 2019 400NG tariff. Although we continue to engage GSA and USTC to bring attention to the challenges that shuttles present, a formal change in NFC’s shuttle billing policy must be made to protect from future charge backs.

NFC’s new policy requires the following documents for a billable shuttle:

- PPSO preapproval
- A signed DD619/DD619-1 with shuttle written in and initialed by the customer
- Tractor Trailer weights - *Please see below for full explanation.*
- ****Completed NFC Shuttle Log ** New**

NFC will not bill for shuttle service or compensate an agent/hauler for a shuttle without confirming all documentation has been received and a true truck to truck transfer has occurred.

NFC will continue to aggressively fight all NOC’s on your behalf, however, our Billing Department has created a mandatory shuttle log form. Completion of this document will be required for all shipments where shuttle service is performed. **This will be effective on all shipments picked up on or after 4/1/19 and will be in addition to the documents currently required.** A blank copy of the **SHUTTLE LOG** is provided with this memo. A copy will also be emailed to your dispatch email contact once a shuttle request has been submitted by our Preapprovals Department, and that copy will have the customer’s name, GBL, BL, and address filled out. The remainder will need to be completed in full by the driver/crew that performs shuttle service and returned to NFC Billing in order for us to bill shuttle charge. We also suggest your drivers/crews have blank copies of these forms on hand.

Tractor/Trailer Weight Ticket Requirement

At origin, tractor trailer weights (light and heavy) should be obtained on load date. For direct deliveries, tractor trailer weights should be obtained on the delivery date to support your shuttle billing *only if they were not obtained at origin at the time of pickup*. Shuttles out of SIT are only approved in special circumstances. It is important to note, a shuttle out of SIT requires a truck to truck transfer. If a shuttle out of SIT is approved, tractor trailer weights must be obtained on delivery date as part of NFC's Shuttle Policy. ***Please note, running multiple trips to deliver a shipment out of SIT does not constitute a shuttle ***

If you have any questions or concerns, please feel free to contact us directly:
nfcbilling@nationalforwarding.com.

RD/sc

SHUTTLE LOG FORM

(complete and return to nfcbilling@nationalforwarding.com)

MEMBER NAME: _____ GBL#: _____

AGENT/DRIVER: _____ BL#: _____

PICKUP/DELIVERY ADDRESS:

LOCATION OF TRUCK TO TRUCK TRANSFER (complete address or cross-streets):

DATE OF SHUTTLE SERVICE: _____

TRACTOR TRAILER TRUCK INFO

VEHICLE: _____ LICENSE PLATE: _____

SHUTTLE TRUCK & LABOR INFO

**If a rental truck is used, please provide a copy of the paid receipts.*

**If your own vehicle is used, please provide a copy of the vehicle registration.*

VEHICLE: _____ LICENSE PLATE: _____

TIME SHUTTLE OBTAINED	TIME SHUTTLE ARRIVED ON LOCATION	TIME SHUTTLE LEFT LOCATION	TIME SHUTTLE RETURNED

MEMBER'S SIGNATURE (required): _____

DRIVER'S SIGNATURE (required): _____

**** In order to appropriately bill shuttle, NFC Billing will require DPS approval, signed DD619/619-1, shuttle log, and tractor trailer weights. This applies to origin and delivery out of SIT shuttles obtained on day of shuttle service, to confirm a truck to truck transfer occurred. Shuttles at destination on direct deliveries do not require weights, provided the origin weights were taken from a tractor trailer****

****Please be advised should GSA reject any documentation, this may result in a chargeback ****