



Preapprovals Bulletin

March 9, 2021

Proudly Serving Military Families

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

FROM: Deanna Munizza, Manager, Preapprovals, Authorizations & Special Projects

SUBJECT: Shuttle Requests and Shuttle Denials

Peak season is fast approaching and we want to address a few trends NFC is seeing with regards to shuttle practice and procedure. There has been a significant increase in shuttle denials due to the lack of a transfer point location. More and more PPSO's are requiring this information at the time of the shuttle preapproval request. An area has been designated on the NFC Pre-move Survey Certification form for our agents to note the transfer point location of the tractor tractor.

We do understand that at the time of the pre-move survey, it may not be possible to know where the tractor trailer will be parked. When a shuttle request is denied by the base for lack of a transfer point, an email is sent out to all applicable agents involved in the move. The agent responsible for performing the shuttle should reply to this email advising NFC of the transfer point location. If the transfer point is discovered after the pre-move survey or on load/delivery day, please make sure to call our office or email preapprovals@nationalforwarding.com so that the shuttle request can be resubmitted in a timely manner. Do not wait until you send in the origin and/or destination paperwork to provide this information. Failure to do so may result in non-billable shuttle charges.

At origin, we have noticed a trend in the PPSOs denying shuttle requests that have listed the OA's warehouse as the transfer point. A true truck to truck transfer must take place in order for it to qualify as a shuttle. Shipments loading from an agent's dock will not qualify as a shuttle due to the lack of a truck to truck transfer.

NFC prides itself on prompt and efficient payment to our agent family however, the most common hindrance we see when billing for shuttle services is missing and/or incomplete paperwork. When it is time to bill for shuttle services, the following documents are **required**:

- PPSO approval.
- A signed DD619 with shuttle service written in and initialed by the customer.
- Tractor Trailer weights - *Please see below for full explanation.*
- Completed NFC Shuttle Log form (provided via email once a shuttle request has been submitted by our office).

***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 ****

We all share a common goal in providing excellent customer service to our military families, and that starts with open lines of communication. Remember that just because an accessorial service charge has been denied (whether that be for shuttle service, 3rd party etc.), NFC is your advocate and will review any denied request that you feel may warrant further consideration from the PPSOs.

If you have any questions or concerns, please feel free to email me directly:
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