



"Proudly Serving Military Families"

# NATIONAL FORWARDING CO., INC.

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DATE: November 22, 2016  
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates  
FROM: Deanna Munizza Manager, Preapprovals & Authorizations  
SUBJECT: Uncrating vs. Unpacking

The delivering agent/driver is responsible to uncrate all crated items at the time of delivery, regardless if a 3<sup>rd</sup> party is used for crating at origin. This applies to NTS shipments as well, and all crates are to be left with the service member to be used for future moves. Billable item code for uncrating is 105E, and is paid per the tariff rate. Shipments in which the member retained crates from a previous move, uncrating would then be labor-based; billable item code 120A. All uncrating requests are subject to government approval. In order for NFC to appropriately bill the government, delivering agent must note the item/s and crate size (LxWxH), or if labor-based must note the item/s and # of men/hours utilized, on the 619/619-1.

Uncrating and unpacking are two separate services and it is stated in both the 400NG Tariff and Defense Transportation Regulation (DTR) that the service member is entitled to these services unless specifically waived. While a member may waive the unpacking service, that does not constitute waiving uncrating. Should a member decide they do not want an agent to perform uncrating, it needs to be documented on the 619/619-1 or the Loss/Damage at Delivery form and signed by the member. By doing this it releases the delivering agent's responsibility to perform the uncrating service. Uncrating would then be the responsibility of the member. If an agent fails to uncrate at delivery and does not have the appropriate documentation that service was waived this may result in a chargeback, should NFC have to utilize a 3<sup>rd</sup> party service company to perform the uncrating.

Shipper is entitled to a full unpack and removal of debris at time of delivery only (billable item code 105A). This includes reassembly of all items that were disassembled at origin, and a one-time placement of all HHG items. Delivering agent must remove any and all packing material/boxes, etc. that they unpack. If the service member waives the unpacking, they would not be entitled to a box pickup at a later date-this service is no longer authorized by the government. Unless an agent is willing to return as a courtesy, the member should be reminded that they are responsible for the disposal of anything they unpack.

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