

MOVING FORWARD



Dear NFC Agents & Haulers,

First, we hope you are healthy and safe, as that is what is most important to us during these difficult times. We know our agents and haulers are on the front lines during a very tough time and we cannot express our gratitude enough. The COVID-19 pandemic has affected your families, communities and way of life and our hearts go out to anyone who has been impacted by the virus, either directly or indirectly. Our thoughts are with you.

The first half of 2020 has certainly begun with a test for all of us on our strength and determination as an industry. Sweeping changes to the Tender of Service were made, COVID-19 struck impacting business for all of us with the Stop Movement Order, and USTRANSCOM announced the award of the Global Household Goods Contract impacting hundreds of TSPs. The New Normal is a phrase which is defined as “a previously unfamiliar or atypical situation that has become standard, usual, or expected.” We can say that without a doubt every change that has come our way is The New Normal.

Throughout our industry, things may seem unwelcoming right now in the midst of all the changes but we will get through this and it is important that we stay the course together. Author Paulo Coelho wrote some very fitting words for our situation, “When we least expect it, life sets us a challenge to test our courage and willingness to change; at such a moment, there is no point in pretending that nothing has happened or in saying that we are not yet ready. The challenge will not wait and life does not look back.”

So, we shall take these challenges on one by one and overcome. This issue of Moving Forward is dedicated to the most impactful agent and hauler changes made to the Tender of Service effective 15 May 2020 with additional tips on shipment management. Since the start of the Peak Season has been delayed by the Stop Movement Order, we are hoping you will review thoroughly and provide it as a handy cheat sheet to your crews and drivers. We encourage you to call or email Agency Services at 800-323-9125 or email agencyervices@nationalforwarding.com with any questions.

I'd like to point out some positive items to get you through this tough time. Per [Advisory 20-0074A](#) select shipments affected by the Stop Movement Order are eligible for a 10% adjustment and NFC will be passing along the additional revenue to our underlying service providers as supplemental billing. In addition, we are happy to announce we will be assuming responsibility for setting up third party service and crating for shipments picking up 15 May and after.

Also, it is expected that shipment volume will pick up and our Peak Season will start later and go into the fall. We are now able to refuse shipment offers for shipments picking up 15 May to 31 July. As explained in our [January/February issue of Moving Forward](#) we felt this was the key to a successful 2019 Peak Season with the highest CSS on record.

In closing as the great Rocky Balboa once said, “Nobody is gonna hit as hard as life, but it ain't how hard you can hit. It's how hard you can get hit and keep moving forward. It's how much you can take, and keep moving forward. That's how winning is done.” NFC is here and will be here for you. We are gonna take the hits with you and keep moving forward with you, stand with us and we stand with you, we fully intend to adjust and overcome The New Normal.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Wilson'.

Michael Wilson
President



Household Goods Shipment Management Cheat Sheet

General Help

www.move.mil The official DOD Customer Moving Portal contains information for the customer. Including providing information on responsibilities of the customer and agent. A highly useful tool in case you have a question.

www.move.mil/sme The official DOD PPSO & TSP Moving Portal contains information for the TSP, including USTRANSCOM Advisories, DP3 Business Rules and Regulations and approved CONUS and O'CONUS facility information.

www.nationalforwarding.com National Forwarding's website which contains our past memos, useful links, and training guides.

www.nvlinternational.com The international division of our website has quote request info and important customer Q&A.

2020 400 NG: The 400NG Tariff serves as the principal DoD Domestic Tariff that governs the transportation of Household Goods (HHGs), personal effects, property, and other similarly defined articles in all points of the United States (U.S.) and District of Columbia (DC) with the exception of Hawaii.

2020 DP3 Claims Liability Business Rules The Claims Management methodology is such that the customer may directly settle a claim with a Transportation Service Provider (TSP) through DPS. These are the rules and regulations of the process.

2020 DP3 International Tender The International Tender (IT) serves as the principal DoD International Tender that governs the transportation of Household Goods (HHG), Unaccompanied Baggage (UB), personal effects, property, and other similarly defined articles worldwide.

2020 DP3 Tender of Service (TOS) Rules Governing the Handling of Domestic and International Personal Property Shipments for Department of Defense and the Coast Guard.

In this Issue

Articles regarding the Tender of Service updates effective 15 May 2020, along with NFC's tips for shipment management. Each article topic has its own printable PDF for easier dissemination. Simply click on the article title to download.

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Automatic & Preapproval Reweigh Procedures

PROGRAM CHANGES (effective on all shipments loading May 15, 2020 and after)

The 2020 Domestic 400NG Tariff has put forth changes to the rules and requirements regarding reweighs. Below is a summary of how reweighs will be handled this Peak Season and moving forward in the DP3 Program.

- Standard reweigh request shall still be requested situationally.
- Automatic reweigh will be required on all shipments with an actual weight of 12,500 lbs. or greater.
- Shipments with an actual weight less than 12,500 lbs. will be subject to the customer's rank/grade and Dependent status, and meet or exceed the weights listed as specified in the 400NG Reweigh Table below:
- Failure to reweigh will result in a non-performance fee of **\$400 and the TSP faces possibility of further punitive action, including suspension.**

Reweigh Table - DP3 Per Shipment Automatic Reweigh Thresholds (Pounds)			
Grade		With Dependents	Without Dependents
1	O-4 to O-10, W4-W5, Civilians	12,500	12,500
4	O-3 or W-3	12,500	11,700
5	O-2 or W-2	12,150	11,250
6	O-1, W-1, or Service Academy Graduate	10,800	9,000
7	E-9	13,500	11,700
8	E-8	12,600	10,800
9	E-7	11,700	9,900
10	E-6	9,900	7,200
11	E-5	8,100	6,300
12	E-4	7,200	6,300
13	E-3 to E-1	7,200	4,500
14	Aviation Cadet	7,200	6,300
15	Service Academy Cadet or Midshipman		315

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WHAT YOU CAN EXPECT FROM NFCHauler Activity Report:

We have updated our Hauler Activity Report to display a "Reweigh If" weight. This weight will take downloaded rank and grade information and apply the above-mentioned table for the convenience of our haulers.

Below is a visual of what the new Hauler Activity Report will look like.

VIP	Reweigh	Reweigh If	NFC B/L #	Hauler B/L #	GBL	Shipper name	Origin	Destination	Load date	RDD	ETA
Y		>=12500 lbs	111111	642961	BGAC000001	DOVAK, P	STAFFORD VA	EL PASO TX	5/18/20	6/01/20	
Y		>=7200 lbs	111112	642924	KKFA0000002	RIBON, M	SILVER CITY CA	FORT BRAGG NC	5/18/20	6/02/20	
Y		>=7200 lbs	111113	642307	KKFA0000003	LLOYD, J	LOMPDOC CA	HAYMARKET IL	5/17/20	6/06/20	
		>=8100 lbs	111114	642808	BGNC0000004	AUSTO, J	CHESAPEAKE VA	CLOVIS CA	5/16/20	6/06/20	
		>=7200 lbs	111115	642826	JEAT0000005	BOLLIST, J	BREMERTON WA	KATY TX	5/13/20	6/06/20	

Email Notification

In addition to the changes made to this report, haulers can continue to expect our standard email notification when a reweigh is required. Please be advised, if weights are submitted just prior to arrival to destination, email notification may arrive after unloading has begun. Thus, we strongly advise utilization of the report above to avoid failed reweighs.

NOTE:

You will **NOT** receive a preapproval authorization from our office on automatic reweighs and no preapprovals are entered.

WHAT WE'LL LOOK FOR FROM OUR HAULERS

- Automatic reweighs and reweighs requested prior to shipment arrival to destination shall be performed **before** unloading a shipment for delivery or placement into storage. The Hauler Activity Report shall be considered "a request" if the actual weight matches or exceeds the "Reweigh If" weight.
- Reweigh weights provided via phone 800-323-9125 or email reweigh@nationalforwarding.com within 4 GBD of being performed.
- Reweigh weight tickets submitted be emailed within 7 GBD to reweigh@nationalforwarding.com.
- If you receive a request from the customer or PPSO for a reweigh which is not considered automatic, contact our office to submit the preapproval request.

If you should have any questions Agency Services at 800-323-9125 or agency.services@nationalforwarding.com.

Claims Liability Updates

Impactfully changes occurred to the 2020 DP3 Claims Liability Business Rules effective 15 May 2020. A summary is provided:

Inconvenience Claims for Missed Pickups or Missed RDDs

- Inconvenience claim will be based on per diem for full meals and incidentals for the DoD customer at 100% per day. Customer must file claim with the company for payment, and will be advised of the process to do so. Maximum amount due without receipts is limited to 7 days, and in no case will payment be for less than the 100% rate for the number of affected days. – TOS B.12.d.(1)
- Out-of-pocket expenses exceeding the baseline rate outlined above, requires the submission of itemized list and receipts. – TOS B.12.d.(2)
- Inconvenience claim due to member if shipment is put into SIT without notifying a customer. – TOS B.12.e.(1)
- Inconvenience claim isn't due if the member cannot accept a direct delivery on the first available date, or if the shipment goes into SIT (exclusion if there is a delay out of SIT). – TOS B.12.g.
- Customer must be notified of missed pickup, missed RDD, or missed DOOS date in advance and advised of an inconvenience claim. – TOS B.12.a.
- A monthly report outlining inconvenience claim payments will be made to USTC. – TOS B.12.h.

Property Damage

- For property damage, agent must advise that customer has 5 GBDs to notify TSP of the damage and provide contact information to the TSP. – TOS B.11.e.

Changes to the Claims Rules

- Window for members to notify the TSP of loss/damage after delivery has been extended from 75 days to 180 days. – Claims Business Rules 2.3.3.2.
- Form DD1850 and DD1851 have been updated to reflect 180 days for notifying of loss/damage after delivery. – TOS Figure B-2 & B-3 *NFC approves of the practice of depleting the current stock of forms on hand, on the condition the agent cross out 75 days and replace with 180 days.*
- Minimum liability on a shipment increased to \$75,000. – Claims Business Rules 1.1.3.1.
- Wording was expanded to exclude TSP liability for HV/HR items that are not declared when the items are in locked storage containers – originally wording only noted locked safes. – Claims Business Rules 1.8.3.4.
- All claims valued at \$1000 or less are to be settled within 30 days of receipt of the claim. All others remain at 60 days to settle. – Claims Business Rules 2.4.1.

Domestic Containerized Shipments

There are two common types of containerized shipments on domestic military HHG moves: containerized Code 2's, and the standard Code D shipments where the TSP elects to containerize, a.k.a "crate and freight".

For crate and freight shipments, the TSP is electing to containerize the shipment at their discretion, and it's typically determined by the size/weight. Code 2 shipments on the other hand, are assigned by the military and have more requirements regarding containerization than a crate and freight shipment.

Code 2 shipments must be containerized **at residence** in either a Type II container (e.g. 45" x 85" x 87") or a Portable Moving & Storage Container (PMSC). Any item that exceeds these specifications requires approval for an **external wood crate**. This is per the 400NG. **Tri-wall cannot be used on containerized Code 2 shipments**. All crate requests should be noted like normal on the NFC Pre-move Survey form. Code 2 shipments also require that the HHG be containerized/de-containerized in front of the service member or releasing/receiving agent.

Crate and freight shipments do not have these requirements. Tri-wall cartons can indeed be used to containerize the HHG however per USTC regulations, anything exceeding a gross of 15 cu ft and 300 lbs must also be secured to a 4-way entry wooden pallet.

When accepting a domestic containerized shipment, please confirm whether it's a crate and freight or a Code 2; if it's a Code 2, make sure to note any items that do not fit in the standardized containers, so that an external **wood** crate request (standard slat) can be submitted to the government. All approved crates are billable per the 400NG tariff rate.

If you have any questions or concerns, please feel free to contact Preapprovals & Authorizations preapprovals@nationalforwarding.com or 800-722-9144.

Driver's Paperwork

The driver must forward to the origin agent within 3 days of pickup agent or as soon as possible in the case of reweighs:

- weight tickets
- inventories
- riders (NTS & APU's)

As an origin agent, if you are having trouble receiving paperwork, provide the driver with a copy of the Driver's Paperwork form.

SAVE TIME with Paperwork Apps

NFC approves the use of the apps: **GENIUS SCAN** or **DRIVE AXLE** available for download on iOS and Android phones. It is a document scanning app that meets our paperwork requirements. It will scan your documents in one batch, correct the perspective and let you email them quickly to the origin agent, your office and our office. The average time to scan and send your paperwork is less than 5 minutes!

Directions for the Genius Scan app can be found [here](#).

ETA & Delivery Confirmation

As the 2020 Peak Season begins, despite much more slowly than normal, there are crucial changes to the rules and regulations that surround Military HHG shipments. One of the most impactful changes is to shipment ETAs and deliveries.

Shipments that have a load date on/after 15 May, require **24 hour advance notice before arrival to destination**, or before a delivery can occur – whether a direct delivery or delivery into SIT. Additionally, for shipments going into SIT, there must be two documented unsuccessful attempts to contact the customer, both being at least 24 hours in advance, and these attempts must be at least four hours apart, before offloading can occur. **Unannounced arrival simply cannot occur.** Failure to provide 24 hour advance notice will result in drivers not being allowed to deliver or offload shipments for up to 24 hours. Should an agent take a shipment into SIT without authorization, it could result in the denial of SIT and/or related delivery charges.

We are asking all agents to be mindful of these changes. Continuous communication between drivers, dispatch teams, the customers, and our office will help to navigate these new rules. It should result in better customer service as everyone will be on the same page. To assist with this enhanced communication, National Forwarding will be sending automated emails to agents, providing an easy way to communicate ETAs, and changes to ETAs.

Please provide an ETA and weight information, if it is not shown.

VIP	Reweigh	If	NFC B/L #	Hauler B/L #	GBL	Shipper name	Origin	Destination	Load date	RDD	ETA	Gross
Y			500001	643265	ABCD1234567	CARUSO, S	JACKSONVILLE	NEW BRAUNFELSTX	5/05/20	5/22/20		47341
Y			500002	643350	EFGH1234567	BUESSE, A	CHESAPEAKE VA	CLARKSBURG	CA 5/04/20	5/26/20		56281
Y	Y		500003	643262	IJKL1234567	WILSON, M	COLUMBUS	GA DAVIS	CA 4/30/20	5/26/20		47461

The image above is an example of information in the hauler ETA update emails. This box shows shipments that have been loaded, but we have yet to receive an ETA from the hauler. Add a shipment's ETA to this section once the driver updates you.

Please see previously provided ETA. If the information below remains accurate, no reply is needed.

VIP	Reweigh	If	NFC B/L #	Hauler B/L #	GBL	Shipper name	Origin	Destination	RDD	ETA	Updated ETA	Gross
Y			500001	643143	ABCD1234567	CARUSO, S	CHARLESTON AF	BSC LAVEEN	AZ 5/29/20	5/12/20		70020
Y			500002	643244	EFGH1234567	WILSON, M	SEEKONK	MA SAINT MARYSGA	5/20/20	5/15/20		60180
Y			500003	643238	IJKL1234567	BUESSE, A	BETHESDA	MD OLYMPIA	WA 5/18/20	5/18/20		19260

The image above, also included in the ETA update emails, shows shipments that are still in transit, and where we have already received an ETA. If there is a change to the ETA, if the driver is delayed or ahead of schedule, note any updates in this section and be sure to include notes - "notes" cell will be included in the table.

If you have any questions regarding these changes, please feel free to contact Agency Services at agencyservices@nationalforwarding.com or 800-722-9144.

NFC Assumes Responsibility for Crating & Origin Third Party Service

Effective for shipments picking up on 15 May or after NFC will now be handling crating and origin third party services.

An accurate completion of the NFC Pre-Move Certification Form will greatly assist us with both preapproval entry and order placement for all necessary crating and third party service requests. To maintain our high standard of customer service, please note the following to ensure proper processing in-house, and a smooth move for the service member:

- All crate requests (customer requests and agent recommendation) with the actual item dimensions. If phone survey, please make sure member provides dimensions.
- All applicable third party service requests. Common items to look for are slate pool tables (specify how many pieces of slate), Grandfather clocks, fitness equipment, Grand/Baby Grand pianos.
- Re-crating member owned crates-note how many crates, item description, and the number of men/hours being requested. Please also make sure this information is documented on the DD619 so we can appropriately bill.

The exception to our new policy includes the following:

- All uncrating will remain the responsibility of the delivering agent. New crates are compensated per the 400NG Tariff rate. Any crate/s in which the service member retained from a previous move (including NTS shipments), are compensated as extra labor.

We understand uncrating service can raise some concerns regarding liability however rest assured that, unless something occurs at the time of delivery (i.e. crew member drops a crate etc.) or it's a re-crated item from a member-owned crate, liability remains with NFC.

Delivering agent will need to document crate dimensions and item description on the DD619-1 and/or the inventory, for all new crates. For member-owned crates, delivering agent will need to document how many crates, item description, and the number of men/hours approved on the DD619-1 so we can appropriately bill.

The Tender of Service effective 15 May 2020 has altered the requirements for pre-move survey completion times. NFC is in the process of updating our survey form to reflect those changes. We hope that this will provide our office with ample time to schedule the appropriate crating and third party services needed, and help our agents avoid possible deductions of the booking commission for failure to return and/or provide the completed NFC Pre-Move Certification Form.

If you have any questions or concerns, contact Preapprovals & Authorizations at preapprovals@nationalforwarding.com or 800-722-9144.

Weighing Procedure Requirements

- Weights, including pro-gear weight, must be called into NFC within 3 government business days of the load date.
- Origin documentation, including weight tickets, must be sent to NFC within 3 government business days of the load date.
- If the shipment is going into SIT, per military regulation, NFC cannot request SIT from the base until the weights are provided.
- If a shipment is going into SIT and a reweigh request comes through while still in transit to the SIT agent, the reweigh must be performed by the hauler before NFC will request SIT from the base.

As a reminder, the following information is required to be considered a valid weight ticket (see example below):

1. Location of Scale
2. Date of Weight
3. Weights
4. Company ID
5. Shipper's Last Name
6. GBL Number
7. Weighmaster Signature
8. SCAC

These requirements help NFC avoid unnecessary Letters of Warning, and help to ensure that the agents and drivers are paid without deduction. Additionally, the [Distribution of Documents](#) sheet outlines each agent's responsibilities, and where/who to send documentation. Please contact [NFC Billing](mailto:nfcbilling@nationalforwarding.com) at nfcbilling@nationalforwarding.com or [Agency Services](mailto:agency@nationalforwarding.com) at agency@nationalforwarding.com 800-722-9144.

60227599
TICKET NUMBER

CAT SCALE
CERTIFIED AUTOMATED TRUCK SCALE

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-4263
www.catscale.com

1056 SCALE
60227599 LOCATION:
PUBLIC WEIGHMASTER'S
CERTIFICATE OF
WEIGHT & MEASURE

IMPRINT SEAL HERE
(IF APPLICABLE)

WEIGH NUMBER
7599

CUSTOMER COPY

THE CAT SCALE GUARANTEE
The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.[®]

WEIGH WHAT WE SAY OR WE PAY[®]
If you get an overweight fine from the state **AFTER** one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:
(1) Reimburse you for the cost of the overweight fine if our scale is wrong, **OR**
(2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

- 1) Post bond and request a court date.
- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE, ext. 7 (Toll Free) or visit www.catscale.com for instructions.
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company address, and phone number to CAT Scale Company Attn: Guarantee Department.

* The four weights shown below are separate weights. The **GROSS WEIGHT** is the **CERTIFIED WEIGHT** and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

DATE: **10-18-2014**

STEER AXLE	4480	1b
DRIVE AXLE	7680	1b
TRAILER AXLE	00	1b
*GROSS WEIGHT	12160	1b

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

SMITH, JOHN
BGAC0000001

LIVESTOCK, PRODUCE, PROPERTY, COMMERCE, OR ARTICLE WEIGHED **FREIGHT ALL KINDS**

COMPANY _____ TRACTOR # **01** TRAILER # **01**

WEIGHMASTER OR WEIGHMASTER SIGNATURE *Misty Norris* FULL WEIGHT TICKET # (IF REWEIGH) _____

FEE **\$10.50** **MISTY NORRIS**

© CAT Scale[®] Reg 3050 04/14

1. LOCATION OF SCALE
2. DATE OF WEIGHT
3. WEIGHTS
4. COMPANY ID
5. SHIPPER LAST NAME
6. GBL NUMBER
7. WEIGHMASTER SIGNATURE
8. SCAC

Misc. Items

2020 NFC 400NG Rating Engine Released

The 2020 National Forwarding Co., Inc. Rating Engine is now available. The tool can be found on the NFC website www.nationalforwarding.com for download. Click on Transportation Partners, NFC Resources, 2020 NFC Rating Tool.

The NFC Rating Engine is an Excel based program. Upon download, please enable all macros once you have opened the Rating Engine. Save to your desktop for ease of use.

If you have any questions about the rating engine please email NFC Billing at nfcbilling@nationalforwarding.com

Agent Blackouts

Please send your domestic blackouts to blackouts@nationalforwarding.com and international to international@nationalvanlines.com so that we can closely monitor shipment offers.

Fixed PowerTrack Fee

The Department of Defense (DoD) recently awarded U.S. Bank Freight Payment a new third-party payment system (TPPS) contract that will go into effect on March 1, 2020. Under this contract the carrier fee will now be fixed at 1.63% effective March 1, 2020 through June 30, 2025. This change is applicable to all Government carriers and transportation service providers (TSPs) providing transportation services for any Government agency. The fixed rate of 1.63% will replace the current Tier 1 fee which fluctuates with the Prime Interest Rate.

