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: May 13, 2016

TO: Agents of National Forwarding Co., Inc. and Affiliates

FROM: Michael Wilson, Director, DOD Programs

SUBJECT: 2016 400NG Tariff Changes

The 400NG will be updated effective 5/15/2016. The changes are noted in RED.

Item 4: Weighing and Weights

5. Reweighing of Shipments

a. TSPs must be cognizant of reweigh requests and, when requested prior to the arrival of the shipment in DPS, must conduct the reweigh prior to the actual commencement of unloading of the shipment for delivery or into storage. The TSP must enter the shipment weight into DPS prior to submitting invoices and prior to shipment arrival to allow the customer or PPSO the opportunity to request a reweigh. Invoices for shipments pending reweigh will be disputed or denied until the reweigh is performed. TSP must inform the owner and the responsible PPSO of the reweigh and allow either party the opportunity to witness the reweigh. If the reweigh shows a lesser shipment weight, TSP must update DPS by entering the lesser weight(s) prior to invoicing or within 3 business days of reweighing the shipment, whichever is earlier.

b. Before the actual commencement of the unloading of a shipment weighed at origin and after the government is informed of the billing weight, the customer or government may request a reweigh. The lower of the two net scale weights shall be used for determining the applicable charges. The reweigh charge shall be payable for the service ONLY when one of the following apply:

1) The reweigh net scale weight is equal to or greater than the initial net scale weight;

2) The reweigh net weight is less than initial net weight and within the following tolerances:

　　　(a) Shipments weighing 5,000 pounds or less; the initial net scale weight minus reweigh net scale weight is less than 100 pounds; or

　　　(b) Shipments weighing more than 5,000 pounds; the initial net scale weight minus reweigh net scale weight is less than 2% of the lower net scale weight.

NOTE 1: Reweigh charges do not apply on partial deliveries from SIT (see Item 210).

NOTE 2: For additional reweighing guidance reference DTR Part IV Chapter 402.

NOTE 3: To minimize re-handling of property for containerized shipments and allow for TSP invoicing, PPSOs may accept a reweigh of only the "gross weight" for containerized household goods. In order to determine whether to approve, dispute, deny, or require the TSP to re-bill services using a lower weight, PPSOs may calculate the new net weight determination as equal to the new gross minus the shipment original tare weight. Subsequent completion of the reweigh (new tare weight) can be completed later with applicable follow on supplemental invoice/reimbursements

What this means… Critical importance is being placed on the performance of reweighs when requested by the PPSO or Customer. <u>Failing to perform a reweigh will mean forfeiture of all compensation.</u>

Item 17-1: Attempted Delivery to Residence From Storage-in-Transit (SIT)

NOTE 1: Attempted delivery will normally NOT APPLY as deliveries are usually arranged directly between the TSP and customer. In DP3, the TSP is responsible to maintain contact with the customer.
Only in circumstances where the delivery date in question was either scheduled by the PPSO, or confirmed by the PPSO to be the customer's fault, may the TSP request attempted delivery from the PPSO while at residence.

What this means… Attempted delivery compensation will only be authorized if the PPSO was involved in setting up the delivery. Prior to performing any delivery, contact with the customer should be made to remove the possibility of an attempted delivery scenario.

Item 105: Packing and Unpacking Services

e. Regardless of the actual cubic feet of the crate provided, compensation for internal crates will not exceed 3 inches beyond any single dimension (length, width, or height) of the item being crated. For example: an invoice for an internal crate for an item with dimensions of 39 inch x 71inch x 0.5 inch will not exceed 42 inch x 74 inch x 3.5 inch, or a total 6.29 cubic feet (subject to a minimum charge based on four (4) cubic feet).
f. Regardless of the actual cubic feet of the crate provided, compensation for external crates will not exceed 5 inches beyond any single dimension (length, width, or height) of the item being crated (subject to a minimum charge based on four (4) cubic feet).

What this means…Crating preapproval requests should be submitted by the item dimensions being noted. The billable crate will only be tolerable 3 inches beyond each reported dimension.

Item 105: Packing and Unpacking Services

NOTE 12: No additional compensation will be provided for Flat screen television cartons or containers. Subject to PPSO approval, crating charges may only apply to flat screen televisions in excess of a 75 inch diagonal screen size. TSPs may utilize the customer's previously used shipping container, if available and serviceable, at no cost to the government. The customer shall be responsible for the servicing of such a television at origin and destination, including all associated connection/disconnection and mounting/unmounting costs.

What this means…Crating will only be approved on flat screen TVs if the diagonal screen size is 75 inches or greater.

Item 225: Pickup & Delivery Service Applicable at Third Party & Self-Storage Warehouses

NOTE 2 - When the "Primary" Pickup (Block 19) or Delivery (Block 18) is a commercial warehouse rented by the DOD customer, the TSP is required to enter the facility, at no additional cost, to service the shipment.

What this means…Item 225 approval will no longer be provided if the primary pickup or delivery address is a commercial warehouse rented by the DOD customer.

I understand that this is a lot of information to review. Should you have any questions or concerns about the changes please feel free to contact me via phone at 800-323-9125 or email at michael.wilson@nationalforwarding.com.

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