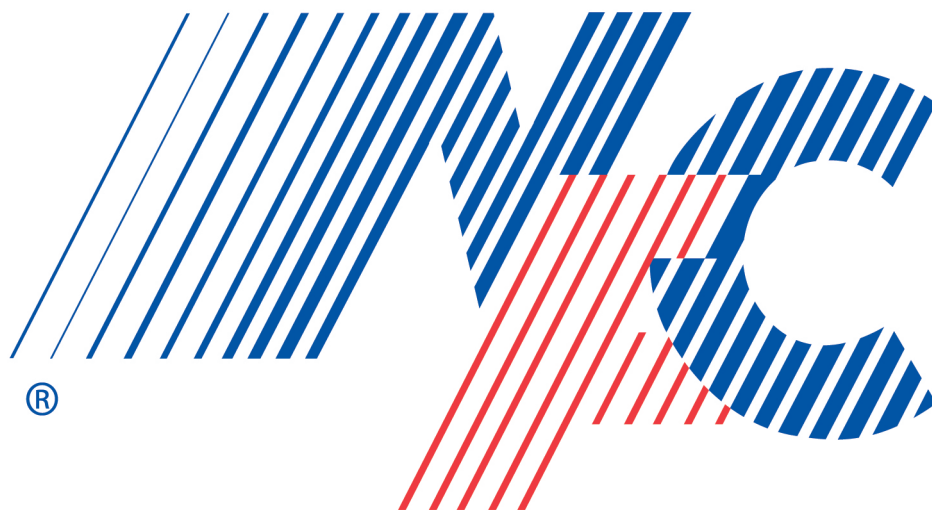


NATIONAL FORWARDING Co., INC.



MILITARY HOUSEHOLD GOODS

DOMESTIC GUIDEBOOK

MAY 2021

NATIONAL FORWARDING Co., INC.

2800 ROOSEVELT RD
BROADVIEW IL 60155
PH: 800-722-9144

May 15, 2021

Dear NFC Agents & Haulers,

First, we thank you very much for your partnership. We cannot express enough gratitude for your commitment to servicing our men and women in uniform the with excellent care deserving of those who put their life on the line to serve our country. The *Military Household Goods Domestic Guidebook* is a training manual we have put together to help agents, crews, drivers etc. provide this excellent service.

Whether you are a seasoned professional who simply needs a “brush-up” or new to the DOD Household Goods program, this manual is laid out to find information quickly. The table of contents is responsive, meaning you can click on the subject and it will take you directly to the topic. References to outside publications and email addresses are highlighted in blue and clicking on them will open them. If you prefer to print, the manual is laid out so that you can easily print sections that apply to your circumstances.

Our website: www.nationalforwarding.com, contains a wealth of up to date resources such as:

- NFC Forms
- Tonnage List
- Agent Memos & Newsletters
- Links to additional DoD Resources
- Fuel Surcharge Information
- NFC's Rating Tool

In addition, we always encourage you to reach out to Agent & Business Services with any questions or concerns at 800-722-9144 or agencyervices@nationalforwarding.com. We are always here to provide for not only our customers, but agents & haulers as well, as your success translates to our success.

Sincerely,



Angela Beusse
Director, Agent & Business Services

TABLE OF CONTENTS

SECTION 1: RESOURCES	6
1.1 NFC History & SCAC Management	6
1.2 NFC Phone & Email Directory	7
1.3 Terminology and Acronyms	8
1.4 NFC Agent OA/SIT Shipments Report	14
1.5 NFC Hauler Updates Report	15
1.5 DoD Publications	16
SECTION 2: QUICK CHECK LISTS	17
2.1 Agent & Hauler Responsibilities	17
2.2 Haulers – Quick Check List	19
SECTION 3: PAPERWORK REQUIREMENTS & EXAMPLES	20
3.1 Forwarding of Base Paperwork to NFC	20
3.2 Distribution of Documents – 400NG/DP3 Shipments	21
3.3 Government Bill of Lading (GBL) Requirements	22
3.4 Example GBL	23
3.5 Weight Ticket Requirements	24
3.6 Weight Ticket Example	25
3.7 Inventory Requirements	26
3.8 Inventory Example	27
3.9 High Risk/High Value Inventories & Seals	28
3.10 High Value/High Risk Inventory & Seals Example	29
3.11 DD619 Requirements	31
3.12 DD619 Example	32
3.13 Additional Paperwork: Loss or Damage at/After Delivery	33
3.12 Notification of Loss or Damage at Delivery Example	34
3.13 Notification of Loss or Damage After Delivery Example	35
3.14 Additional Paperwork: Health Protection Protocols	36
3.15 TSP Certification of Health Protection Protocols Example	37
3.16 Additional Paperwork: DP3 Real Property Damage Form	38
3.17 DP3 Real Property Damage Form Example	39
3.18 Obtaining Paperwork for DOD Household Goods Moves	40

SECTION 4: CUSTOMER SATISFCATION SURVEYS (CSS)	41
4.1 Watch/VIP List Shipments	41
4.2 Customer Satisfaction Survey Questions	42
4.3 Tips for High Customer Satisfaction Scores	43
4.4 Suggestions to Enhance the Customer Experience	44
Origin Agent	44
Hauler	45
Destination Agent: Delivery out of SIT	46
4.5 CSS Language Prohibition	47
SECTION 5: MILITARY PROCEDURES	48
5.1 The Pre-Move Survey	48
5.2 NFC Pre-Move Survey Form Example	49
5.3 Crating & Third-Party Services	50
5.4 Pianos, Grandfather Clocks & Fitness Equipment	51
5.5 Front Load Washer Policy	52
Origin Agent	52
Driver/Loaders	52
At Delivery	52
Compensation	52
Assistance in obtaining & Installing Shipping bolts	53
Litkit	54
5.6 Professional Books, Papers & Equipment (Pro-Gear)	55
5.7 Watching for Mold	57
Origin Agent	57
Destination Agent	57
5.8 NTS Shipments	58
5.9 Mattresses & Box Springs	60
Origin Agent	60
Destination Agent	60
Sleep Number Beds	60
Tempur-Pedic Mattresses	60
5.10 Parts Hardware & Customer Satisfaction	61
General Guidance	61
Parts Boxes	62

5.11 High Value/High Risk Policy	64
Origin Agent.....	64
Driver	65
Hauler and/or Destination Agent.....	65
5.12 Firearms Handling and Control.....	66
Origin Agent Procedure	66
In-Transit Procedure.....	66
5.13 Overflows.....	68
5.14 Shuttle Billing Policy.....	69
5.15 Example Shuttle Log Form	70
5.16 Reweighing Shipment Procedures.....	71
5.17 Unpacking, Assembly & Debris Removal.....	73
Unpacking & Assembly	73
Debris Removal.....	73
5.18 Uncrating vs. Unpacking	74

SECTION 1: RESOURCES

1.1 NFC HISTORY & SCAC MANAGEMENT

National Forwarding Co. Inc. (NFC), a subsidiary of National Holding Company, provides worldwide relocation services to the US military, civilian government agencies, corporate accounts, and individual private transferees. Its primary line of business domestically is the US military.

NFC was incorporated in the mid-70s and completed its first full year of operation in 1977, when household goods transportation was still heavily regulated by the Interstate Commerce Commission (ICC). When deregulation impacted household goods transportation in the early 80s, barriers to entry were removed and many new carriers were established. Since many of the new entrants had been participating in military relocations as local agents, they naturally gravitated toward the DOD Personal Property Program. Foreseeing a decline in market share as a result of new participants in military relocations, NFC formed additional carriers to participate in the DOD Personal Property Program in order to preserve and expand its market share.

Many of the new participants found it increasingly difficult to establish and maintain the infrastructure necessary to comply with the growing complexity of the DOD program and access requirements, especially in light of the extreme seasonality of the business. Many of those companies have partnered with NFC to participate in its transportation management infrastructure which measures performance and program compliance. Being freed from these administrative burdens has allowed them to concentrate on their core business of providing the service at the agent level, their core strength.

If you are a TSP in the Department of Defense's Household Goods program and have an interest in partnering with NFC for SCAC management, please reach out to us:

Michael Wilson
President
Ph: 708-223-1993
michael.wilson@nationalforwarding.com

Angela Beusse
Director, Agent & Business Services
Ph: 708-450-2984
angela.beusse@nationalforwarding.com

1.2 NFC PHONE & EMAIL DIRECTORY

DEPARTMENTAL PHONE NUMBERS		
ADMINISTRATION & BILLING: PH: 708-345-0550 PH: 800-323-9125 FX: 708-345-3245 AGENT & BUSINESS SERVICES: PH: 800-323-9125 FX: 708-345-3245	OPERATIONS: PH: 800-722-9144 FX: 708-345-0554 MOVE MANAGEMENT: PH: 888-993-6683 FX: 708-356-5220 AFTER HOURS: 888-993-6683	CLAIMS: PH: 800-325-6889 FX: 708-345-5218 INTERNATIONAL: PH: 800-323-1963 FX: 708-450-1273

DOMESTIC DEPARTMENTAL EMAILS		We ask that correspondence is sent to only ONE email address below. We will route accordingly.
Operations	nfcoperations@nationalforwarding.com	
Move Mgt.	movemanagers@nationalforwarding.com	
Administration	admin@nationalforwarding.com	
Agent & Business Services	agencysservices@nationalforwarding.com	
Billing	nfcbilling@nationalforwarding.com	
Claims	ncs@ncsclaims.com	

NFC SHIPMENT MANAGEMENT EMAILS		PURPOSE
Blackouts	blackouts@nationalforwarding.com	Email to advise blackouts dates for OA & DA work on domestic and international shipments.
Premove Surveys	premovesurveys@nationalforwarding.com	Email to submit the premove survey. We require the NFC Premove Survey form in order to process a premove.
Preapprovals	preapprovals@nationalforwarding.com	Email to request preapprovals, questions regarding preapprovals, applicable preapproval items, concerns on denials, third party and front load washer questions.
Pickup Weights	originweights@nationalforwarding.com	Email to submit weights (and/or weight tickets): Gross, Tare, Net & Progear.
Reweigh Weights	reweigh@nationalforwarding.com	Email to provide reweigh weights (and/or reweigh tickets): Gross, Tare, Net & Progear.
ETA Updates	etaupdates@nationalforwarding.com	Email for the hauler to advise the ETA of shipments.
Clearing & Delivery Info	clearing@nationalforwarding.com	Email for agent or hauler to clear for direct or SIT delivery.
Notice of Delivery out of SIT	movemanagers@nationalforwarding.com	Email for SIT agent to use if they schedule delivery out of SIT directly with customer. As a normal procedure, NFC should work with the customer regarding the delivery out of storage and request dates from the SIT agent.
OA Invoice/Paperwork	origin-docs@nationalforwarding.com	Email for OA to submit invoice and paperwork
Hauling Invoice/Paperwork	hauling-docs@nationalforwarding.com	Email for Hauler to submit invoice and paperwork
SIT Invoice/Paperwork	storage-docs@nationalforwarding.com	Email for SIT agent to submit invoice and paperwork
Fast Pay Paperwork	fastpay@nationalforwarding.com	Email utilized to request fast pay and a 3% commission shall apply. An invoice and legible documents must be provided.
NVL INTERNATIONAL EMAILS		PURPOSE
International	international@nationalvanlines.com	Email for DOD correspondence including delivery offers or general questions.
International Quotes	quote@worldrelocations.com	Email for COD related documents and request for quotes.
DOS/GSA Shipments	NAVLOverseas@nationalvanlines.com	Email for DOS/GSA shipment documents and related correspondence.
Int'l Invoices & General Payment Info	NFCbilling@nationalforwarding.com	Email for international invoices and required backup, general payment inquiries or billing questions.
NATIONAL CLAIMS SERVICES		PURPOSE
Domestic & Int'l Claims	ncs@ncsclaims.com	Email for all domestic and international claims related issues: inconvenience claims, real property damage, household goods damage, chargebacks.

1.3 TERMINOLOGY AND ACRONYMS

1850/1851 (Notification of Loss & Damage At / Notification of Loss & Damage After Delivery forms)

This is a double-sided form. The “1850” side is for loss or damage noted AT delivery, and it is mandatory that the 1850 is signed by the driver and customer, regardless of whether loss and damage is reported. The 1851 form is the back side of the 1850, and is used for loss or damage noted AFTER delivery. The customer has 180 days to report loss and damage to the TSP in writing, in order to meet the requirements to file a claim. The customer can also report loss and damage after delivery in DPS, or file an actual claim within the 180 day notice period. If loss or damage is not noted within 180 days of deliver, the loss or damage is presumed not to have occurred in the possession of the mover.

Agent: An agent is a moving and storage company, typically located near the origin or destination of a shipment, that acts as a subcontractor to the TSP. (See also Origin Agent and Destination Agent.)

APU: (Agent Pick Up) APU is when a local agent picks up a shipment from residence and holds it until a driver can pick it up for transportation to destination.

Bluebark: Term used for a shipment of a deceased member, always a VIP situation.

BVS: (Best Value Score) A combination of the TSP’s Customer Satisfaction Score and Rate/Price Score.

Cartons: Boxes that are used in the household goods moving business. They come in different sizes and shapes to accommodate different types of items.

CONUS: (Contiguous United States) Excludes Alaska and Hawaii. Note: domestic military includes Alaska, but Hawaii is considered part of the International program.

COS: (Code of Service) **Government** codes that denote the category/type of shipment. (Example: Code D or 1 refers to a domestic shipment, Code 2 refers to domestic shipments that must go containerized door to door, etc.) At the time of this writing, the codes are explained in Appendix A of the Defense Transportation Regulation.

CP: (Carrier Packed) The letters “cp” must be listed beside each carton on a HHG inventory, on any DOD household goods shipment. This shows that the movers packed each carton, or inspected any customer-packed item, and that the movers will accept responsibility for the contents.

CPPSO: (Consolidated Personal Property Shipping Office)

Crate and Freight: Crate and freights are shipments loaded into crates (generally wooden), rather than being loaded loose into a trailer. Domestically, some shipments must be crated as specified on the GBL contract. These are listed as “Code 2” shipments on the Government Bill of Lading. Code D (standard domestic shipments) can also be crated and shipped via a freight trailer.

CSS: Customer Satisfaction Survey

D/A: (Destination Agent) D/As provide SIT (Storage in Transit) at destination when needed, and often provide labor to the driver on direct deliveries as well.

DBO: Disassembled By Owner

DD 1780: Form used for shipment evaluation and scoring.

DD 1814: Form used to establish Letters of Warning and Suspension.

DD 619: Form used for the statement of accessorial services at origin and destination.

Demand on Carrier: Claim subrogated by government against carrier.

Direct Pick-up: Shipment is loaded by the hauler, not “APU’d” by the origin agent. (see APU).

Direct Delivery: Shipment does not go into storage at destination, but goes directly to the residence.

DITY: Do-It-Yourself move (now called “Personally Procured Move”, or PPM)

DoD: Department of Defense

DOHA: (Defense Office of Hearings and Appeals) DOHA makes rulings on claims disputes between a TSP and the government.

Domestic Program: The DOD’s domestic program includes the contiguous United States plus Alaska. (Hawaii is considered part of the International program.)

DP3: (Defense Personnel Property Program) The name of the program, not to be confused with DPS (below*).

DPM: (Direct Procurement Move) These are crated shipments, and individual agents or freight companies enter into a contract with the government, either for the crating, transportation or delivery/uncrating of household goods. Each component of the move is under a separate contract.

DPS: (Defense Personnel Property System) The web-based portal used in DP3, for all aspects of the move. It is accessible by both the government and the TSP.

DTOD: Defense Table of Distance

DTR: Defense Transportation Regulations

Forwarder: A forwarder is a company that coordinates the shipment of goods from one place to another via subcontractors (agents/haulers). Unlike a van line, a forwarder does not own and operate their own physical equipment.

Exception sheet: See “rider”

Exception Symbols: Used to establish condition of an item on the inventory, or on a rider to the inventory when shipment changes hands between agents.

Extra Pick-Up or Delivery: Annotated in block 13 of the GBL, this indicates that a shipment will either loaded or delivered to multiple destinations. Often, one is the customer’s residence, and the other is a storage unit/facility.

GSA: (General Services Administration) Many different federal agencies move household goods through the GSA program. These are separate and distinct from Department of Defense, and all GSA shipments that NFC moves are done through our international department.

FRV: (Full Replacement Valuation) Refers to a level of maximum liability whereby items are protected up to replacing at today’s cost, regardless of the age or current value of the item. If items are repairable however, liability is limited to the repair cost. There are also maximum liability caps set in place based on the weight of the shipment.

GAO: General Accounting Office

GBL: (Government Bill of Lading) The official contract between the TSP and the US Government. The GBL number has 11 characters, the first four of which are always letters.

Hauler: A hauler is the company responsible for moving the shipment from origin to destination.

Heavy Weight: The weight of the trailer before removing a shipment, to be compared with the light weight afterwards in order to determine a shipments net (or actual) weight.

HHG: Household Goods

High Risk Items: Items (at the movers’ discretion, typically small packed items that are often the targets of theft) that can benefit from the added protection of inclusion in NFC’s high-value/high-risk policy. (See HV/HR Inventory below.)

High Value Items: Items that are worth more than \$100.00 per lb.

IAM: (International Association of Movers) An international and domestic association which represents the moving industry.

IAW: In Accordance With

ICSS: Interim Customer Satisfaction Survey

Inspection: (of damages) When appropriate as determined by the claims adjustor, we may send out a furniture repair firm to verify and report back on all damages, and to give estimates of repair on items that they can repair.

International Program: DOD International shipments are those where either origin or destination is outside the United States. Hawaii is also considered part of the Department of Defense International Program.

In-transit Visibility: Ability to identify the location of a shipment within a short timeframe.

Inventory: The household goods inventory is a list of every carton (including the size and type of carton, and a general description of the contents), and every non-packed item. Items on the inventory are considered tendered in good condition except for normal wear, unless otherwise indicated. Although not required, packed items are sometimes listed on a separate inventory by packers. The loader of the trailer and the customer are ultimately responsible for the inventory's accuracy; both the mover and the customer have an obligation to reasonably assure it is complete and accurate.

JFTR: Joint Federal Travel Regulation

JPMO HHGS: Joint Program Managers Office for Household Goods Systems

JPPSO: (Joint Personal Property Shipping Office) A government transportation office that handles a large area containing multiple military bases or facilities.

Letter of Suspension: (LOS) A notification for punitive action using DD Form 1814, that announces that a TSP is being placed on suspension for a specific amount of time for committing a violation of some kind. There are two main types, "regular" and "immediate", and there are sub-types under each. They are typically issued by the PPSO, and the length is usually 30 days, and parameters are described more fully in the DTR (Defense Transportation Regulation). Reinstatement is often withheld until the TSP has demonstrated sufficient corrective action.

Lift Vans: (liftvans) Plywood crates used to store or move household goods. A standard liftvan is approximately 200 cubic feet (87" high x 87" long x 48" wide).

Light weight: The weight of the trailer after removing the load/shipment, it is subtracted from the heavy weight in order to determine the net (actual) weight of the shipment.

Linehaul: (LH) The charges pertaining to the movement/transportation portion of a shipment.

Loading: Putting items inside the trailer. Heavier items generally go underneath, with more fragile items going on top. The tighter the items are loaded, the less movement and damage generally occurs.

Loader: The entity that loads the shipment into the trailer.

Loss/Damage Report: Loss/Damage Reports are made through the DPS system, as another means to providing timely notification to the TSP. Loss/Damage reports are an alternative to the 1850/1851 Notice of Loss/Damage At/After Delivery Form.

LOW: Letter of Warning on a DD 1814.

Member: Military member. (Our customer)

MOU: Memorandum of Understanding

Move.mil: (www.move.mil) DOD, public, accessible website. (www.move.mil) This site is for the DOD customer, but see also move.mil/sme below.

Move.mil/sme: Part of the www.move.mil website, which pertains specifically to DOD, PPSO and TSP use.

M-Pro & S-Pro: Member Pro Gear & Spouse Pro Gear (such as professional books, property and equipment) must be identified by the customer and annotated accordingly on the inventory, along with the weight of each inventory line item.

No-Touch: Refers to a type of shipment where the driver of the trailer only drives, and has no duties relative to loading or unloading the shipment.

NTS: (Non-Temporary Storage) This is long term storage that takes place when the service member is not going to need their household goods for a long period of time. This type of storage happens under a contract between the local agent and the base. Sometimes we pick up a shipment from a warehouse, or NTS facility, rather than the customer's home. The NTS warehouse is not part of our move, and their services are prior to our GBL contract with the customer. They are considered a separate Transportation Service Provider by the government.

OA: (Origin Agent) The OA is the moving and storage company near the origin of the shipment. They often handle the pre-move survey, packing, and provide a source of labor for drivers.

OCONUS: Outside Continental United States

O, S&D: (Overage, Shortage and Damage Report) See "rider."

Overflow: (O/F) Refers to the situation where the entire shipment doesn't fit on the trailer, and where one or more other trailers are sent to transport the remaining items.

Packing: The process of wrapping and placing smaller items into cartons prior to loading.

PBO: (Packed By Owner) Not allowed on DOD shipments. On a commercial shipment, items that are packed by the owner are annotated with "PBO" beside each applicable inventory item, whereas military shipments are carrier packed (see "CP").

PBP&E: (Pro-Gear Professional Books, Property and Equipment. These items are the "tools" that a soldier uses for their job, and the weight of these items do not count toward their weight allowance for the purposes of determining how much they are allowed to ship.

PCS: Permanent Change of Station

PED: Pre-Existing Damage

POV: Privately owned vehicle

PPM: (Personally Procured Move) formerly called DITY, for "do it yourself." Service member does their own move.

PPPO: Personnel Property Processing Office

PPSO: Personal Property Shipping Office

Pre-Approvals: Certain materials or services are not compensable by the government without their pre-approval of the goods or services. These include special third-party preparation services for complicated items like large German shrubs and pool tables. Other examples are special crating and shuttle services to/from the residence if not accessible to a large trailer.

Pre-Move Survey: The pre-move survey helps determine the quantity and type of cartons needed for packing. It also serves as a way to know if the customer has anything that requires a special service. Special services can include special crating, a shuttle to and from the trailer when the customer's home can't be reached, or disassembly of a really complicated item. The pre-move survey can be conducted in person, virtually, or via telephone (in the case of a very small shipment).

Professional Gear Pro-Gear See PBP&E.

QA: Quality Assurance

QC: Quality Control

RDD: (Required Delivery Date) The RDD comes from the “Requested Delivery Date” on the Government Bill of Lading. We have adopted a more descriptive and accurate term in-house, which is NLT – “No Later Than” because the actual requirement of the RDD is to get the shipment to destination, whether the customer is ready to accept it or not, by this date.

Rider: This document denotes any damage or loss over and above what is already noted on the household goods inventory. The receiving party takes a rider whenever shipments change hands to have a record of the condition of the shipment when they received it. Sometimes called an Exception Sheet or O, S & D report, a “Rider” is short for “rider to the inventory.”

RSMO: Regional Storage Management Office

SCAC: Standard Carrier Alphabetical Code

Shipper: A shipper is the person being moved. We prefer to call them “customer” rather than “shipper” or “member,” but they all refer to the service member whose household goods we’re moving.

SIT: (Storage in Transit) SIT usually refers to storage at destination being performed by the Destination Agent, but some shipments have SIT at origin.

SIT at Origin: SIT at origin is storage in transit that occurs at the origin agent’s facility rather than at destination, often due to capacity issues at destination. SIT at Origin is the exception not the rule; storage usually takes place at destination.

SIT#, or SIT Control #: Authorization number for SIT issued by TO. Contains a Julian Date, or a number representing that day of the year, that represents the date it went into SIT.

Short Fuse: Shipments offered to TSP’s with less than 10 days left until the pickup date.

Shuttle: A smaller vehicle used for loading or delivering to/from homes that are not accessible by a larger trailer. The household goods are shuttled to/from the larger trailer.

TDL: Traffic Distribution List

TDR: Tonnage Distribution Roster

TDY: Temporary Duty (of the customer, or service member) TDY often takes a customer away from home for a specific amount of time.

TEAMS: Landing page for accessing DPS, that has taken the place of the ETA Portal.

Third-Party Service: (TPS) A contractor that is used to prepare an item for safe shipment and reassembly at destination. These are typically items that require a specialty skill or ability that an agent, helper or driver does not have.

TO: Transportation Office

TMO: Transportation Management Office

Tonnage/Tonnage List: A list of shipments that still need a hauler, which is published online for the purpose of offering these loads to interested parties. The list includes applicable dates, where the shipment is moving from and to, as well as estimated weights.

TOS: Tender of Service TOS is one of the appendices to the Defense Transportation Regulation (DTR), and lists general performance requirements and responsibilities of TSPs, etc.

TSP: (Transportation Service Provider) TSP is used interchangeably with “carrier,” but also includes any entity operating within the DOD Personal Property Program that operates under a direct contract with the government. Each underlying carrier/SCAC is a TSP, but so is a NTS warehouse or a DPM contractor, etc.

UB: (Unaccompanied Baggage) UB is a small shipment that often goes by air and arrives sooner than the main

shipment. Issued under a separate Government Bill of Lading.

Unpacking: All DOD moves provide full packing and unpacking. The latter can be waived by the customer if they want to unpack themselves. Our policy calls for a mandatory unpack for High Value/High Risk items. Unpacking also includes removal of packing material. If unpacking services are waived at delivery we do not come back out to collect empty boxes, etc.

Unloader: The entity that unloads the trailer at destination.

USTRANSCOM: (sometimes abbreviated as USTC or UTC) United States Transportation Command, the government entity that administers DP3, the Defense Personal Property Program.

Valuation: Valuation is a contractual agreement that determines whether the goods shipped, if damaged or lost, are reimbursed at full replacement (cost to buy new), depreciated value (actual value of goods using a depreciation table), or a lesser valuation related to a per pound per article calculation. All military shipments are released at full replacement valuation, so only commercial shipments can move at a lesser amount. Valuation is different than, and not to be confused with insurance.

1.4 NFC AGENT OA/SIT SHIPMENTS REPORT

This report is automatically emailed every Monday & Thursday to help our agents keep track of their NFC shipments. A new report will be emailed the following day if another shipment is taken by the agent.

Section I: Origin Agent

- Shipments are sorted by first pack date
- Yellow highlighting indicates a VIP
- Shipments remain on the list until the origin documents are received by our office
- If a column has a red YES in it, our office requires the information from the column
- A red NEW indicates a shipment that was not on the previous report
- OA to column advises if the shipment will be APU'd or crated

Section I: Origin Agent

Shipments remain on this until origin documents are received by our office.

VIP NFC B/L #	GBL	GOgistiX #	Shipper name	NTS	Code	Origin	First pack date	Load date	Est weight	Send Pre-move weight ASAP	Pre-Move weight	OA to	Hauler	OA Papers needed
510000	AGFM0000001	558531953239	WIND, JACHARY		D	NORWICH CT	4/17/21	5/19/21	6500		6500		FAKE TRUCKING	YES
510001	AGFM0000002	262435521036	MAS, DAKOTA	NTS	D	BOZRAH CT	4/20/21	5/20/21	1900		1900		FAKE TRUCKING	
510002	AGFM0000003	646435526736	KOY, NAT	NTS	D	BOZRAH CT	5/01/21	5/21/21	4360		4360		ACME MOVING CO	YES
510003	AGFM0000004	241435537226	MILLER, LEE		D	WAKEFIELD RI	5/01/21	5/24/21	6000				ACME MOVING CO	
510004	BKAS0000005	928931956929	FALLO, BRYAN		D	CHESHIRE CT	5/05/21	5/25/21	8400		8400		FAKE TRUCKING	
510005 * NEW *	LKNQ0000006	044235535126	HOFLAND, KHRIS		D	MILFORD CT	5/25/21	5/27/21	9000	YES			SPEEDY SERVICE	

Section II: SIT

- Shipments are sorted by customer last name
- Yellow highlighting indicates a VIP
- Prior to delivery review the most recent version of this report for reweigh requirements
- We provide the SIT control number for easy billing
- Shipments will stay on this list for 7 days after delivery
- Our office should directly schedule delivery out of storage with the customer, if the date is not on this report, we don't know about it! Call our office at 800-722-9144 to advise.

Section II: SIT

Shipments remain on this list **7 days** after delivery. If shipment delivers into SIT and the required reweigh has not been completed, please do so prior to the shipment delivering.

VIP NFC B/L #	GBL	GOgistiX #	Shipper name	Code	Destination	SIT disc %	SIT #	Date into SIT	Scheduled delivery out of SIT	Weight	Reweigh Required	Reweigh Weight	Shipment delivered
500011	CNNQ400000	6000000000000	BARTY, PATTY	D	NEW LONDON CT	55	200000000	4/19/21	5/14/21	11120		11120	5/14/21
500012	LKNQ4000000	5000000000000	BRADLEY, TONIE	D	NEW LONDON CT	60	210000000	4/26/21		3410			
500013 * NEW *	BGAC5000000	5400000000000	QUALKIEQ, DANIEL	D	WEST POINT NY	60	200000211	5/17/21		5860			

1.5 NFC HAULER UPDATES REPORT

This report is automatically emailed every Monday & Thursday to help our agents keep track of their NFC shipments. A new report will be emailed the following day if another shipment is assigned to the hauler.

The DoD requires **24 hour advance notice before arrival to destination** before delivery can occur whether it is direct or into SIT. **Unannounced arrival cannot occur** and failure to provide 24 hour advance notice results 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 denial of SIT and/or delivery charges.

Our report provides for the following:

- Gathering timely ETA information is vital to our success
- Any field in gold is information NFC is requesting ASAP
 - Hit reply and type the information directly into the fields
- Shipments are sorted by pickup date
- VIP shipments are highlighted in yellow
- Shipments marked ***NEW*** have been added since the previous report
- There are three sections:

ETA & Weight Information:

This box shows shipments that have been loaded, but we have yet to receive an ETA or possibly weight information.

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

VIP	Reweigh If	Reweigh #	NFC B/L #	Hauler B/L #	GBL	Shipper name	Origin	Destination	Load date	RDD	ETA	Gross
Y			500001	643265	ABCD1234567	CARUSO, S	JACKSONVILLE	NC NEW BRAUNFEL	TX 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

Current ETA information:

These are shipments 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.

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

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

Future Shipments:

These are shipments picking up in the future which we are requesting driver information.

VIP	Reweigh If	Reweigh #	NFC B/L #	NTS #	Hauler B/L #	GBL	Shipper name	Origin	Destination	Load date	RDD	Est. wt	Driver Name	Driver Ph #	Notes
		>=8100 lbs	300000			KKFA0000010	WEEDON, DICK	SMITHTOWN	OR LYKENS	PA 5/24/21	6/29/21	1500			
		>=7200 lbs	300004			HAFC0000008	WILSEN, SMITH	EAGLE RIVER	TN MARY ESTHER	FL 5/25/21	7/02/21	1000			
			300003			HAFC0000009	PANCHEROS, A	ANCHOR	OK CRESTVIEW	FL 5/26/21	7/09/21	1700			
			300002			AGFM0000012	BROWNY, GABE	WAREHAM	MA HOMER	CA 5/27/21	7/09/21	4000			
			300001	Yes		KKFA0783637	CAMERON, PIKE	SACRAMENTO	CA EAGLE RIVER	TX 5/28/21	7/01/21	4843			

1.5 DOD PUBLICATIONS

As an agent or hauler servicing shipments for NFC, you are bound by the rules and regulations set forth by the Department of Defense and more specifically, USTRANSCOM, the entity in charge of household goods moves. Our role is to interpret these rules and provide you with information on how to properly service our men and women in uniform, which is the purpose of this guidebook. However, if you would like to read the regulations, they can be found in their entirety here:

[Defense Personal Property Program Domestic 400NG](#): The 400NG Tariff serves as the principle 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.

[Defense Personal Property Household Goods Tender of Service](#): Agreement established to use quality commercial practices to provide service on Household Goods (HHGs) shipments. It provides for specific rules that must be followed.

[Claims Liability Business Rules](#): The claims management methodology to be used on DoD Moves. It includes information on claims settlement of Household Goods (HHGs), real property damage and inconvenience claims.

[Move.mil/sme](#): The official DOD PPSO & TSP Moving Portal. Provides for the most up to date documents listed above, along with recent Advisories released by USTRANSCOM, and various other guides.

SECTION 2: QUICK CHECK LISTS

2.1 AGENT & HAULER RESPONSIBILITIES

OUR ORIGIN AGENT NEEDS TO:

- Origin Services include performing a pre-move survey, packing and labeling boxes with contents, completing High Value/High Risk Inventory, packing & **properly labeling pro gear** with contents and weight, confirm if member has a front-load washer, APU and weigh shipment if L/H vehicle is not available or there is an overflow, providing customer with their documents, and promptly returning copies of all origin documents **and weights** to National Forwarding.
- Perform a pre-move survey 9 days prior to the first scheduled pack date, or within 5 days of the shipment being awarded, whichever date is later. For shipments less than 9 days out, perform the pre-move no later than 3 days prior to pack. For shipments less than 3 days out, perform the pre-move no later than 1 day prior to pack.
- With a completed pre-move submitted to NFC, the GBL will generally be printed about a week before load day and emailed to you. If you cannot reach the member for the pre-move, contact us ASAP. **Advise NFC of any changes, such as deleting a pack day or loading early.**
- **NFC will forward the origin documents to the base** once all origin documents including weights and inventories. This information must be received within 7 GBDs of the load day. (Contact our office if the driver has not returned them to you within 3 GBDs after pickup.)
- Record the TSP name and SCAC on ALL paperwork.

OUR HAULER NEEDS TO:

- Get a new light & heavy weight for all shipments at origin, including NTS. No back weighs please!
- Record the TSP name and SCAC on ALL paperwork.
- Take a rider on all NTS shipments and if you smell or see mold: DO NOT LOAD! Contact our Claims Department immediately at 800- 325-6889.
- If there are any problems, contact NFC while the driver is at residence, not after he leaves. This could include incomplete packing or other incomplete services.
- Make sure the customer signs all documents, call or email NFC with the weights (including the pro gear) within 3 days after pick up, and forward copies of all documents to the OA and to NFC no later than 7 days after loading.

- Keep NFC posted with the current ETA to destination. ETA update emails are sent to your Dispatch email address. Government regulation requires 24-hour notice of delivery to residence or into SIT. The government WILL NOT grant SIT if the member isn't provided 24-hour notice, and there are 2 documented unsuccessful attempts to make contact, at least 4 hours apart.
- If a reweigh is requested or required as per the automatic reweigh criteria, call in weights within 3 days, or prior to delivery. NTS shipments are eligible for requested and automatic reweighs. Send copies of the reweigh tickets to our office within 7 days of the reweigh being performed. If a required/requested reweigh is not performed, the responsible party will be responsible for the \$400 government-imposed penalty.
- Contact NFC when you arrive at destination and request any necessary preapprovals. We will arrive the shipment in DPS and request SIT, or deliver off to residence.
- All residence deliveries include one-time placement, full unpack (unpack of HV/HR items is required even if unpacking is waived), uncrating (required even if all other services are waived), reassembly and debris removal.

OUR DESTINATION AGENT NEEDS TO:

- Make sure the driver gets the shipment unloaded in a timely manner.
- Help the driver find qualified labor if the shipment is delivering to residence or requires a shuttle.
- Advise NFC ASAP if the customer or the base calls you to release a shipment out of SIT. NFC must be advised of a delivery BEFORE it delivers so we can enter the information into DPS – *a 5% deduction of the storage and delivery charges will be assessed if NFC is not given advanced notice of delivery out of SIT.*
- NFC will confirm if a re-weigh was requested, or is required, prior to delivery out of SIT. *If a required/requested reweigh is not performed, the responsible party will be responsible for the \$400 government-imposed penalty.*
- Delivery out of SIT includes one-time placement, full unpack (unpack of HV/HR items is required even if unpacking is waived), uncrating (required even if all other services are waived), reassembly and debris removal.

2.2 HAULERS – QUICK CHECK LIST

- Get a **new** light & heavy weight for shipments out of **NTS** or residence—**no back weighs** please!
- When loading from NTS, **check for moldy, wet or poor condition items (note on the required rider)** – contact NFC Claims immediately before loading – NFC Claims 800-325-6889
- Contact NFC if there are any problems at residence, any last-minute preapprovals, or unpacked items & **make sure the customer & origin agent have copies of documents** (see document distribution list)
- **Contact NFC with the shipment weight within 3 days after pick up** (including the **pro-gear** weight) Return **copies of your weight tickets and inventories to the origin agent and NFC no later than 3 days after pickup**
- Keep **NFC** posted with your **ETA** to destination, and respond to NFC ETA update emails
- **Loading & delivery hours – 0800 to 1700** – Any service that will not allow completion by 2100 Hours must have prior approval from PPSO and customer
- **You are in charge of your hired help** – make sure they can get on the base and are clean, qualified help wearing a company shirt
- **Contact NFC when you have arrived at destination** and request any necessary preapprovals: 800-323-9125
- **Perform automatic/requested reweighs**, call in the weights and send copies of weight tickets to **our office within 3 days**
- Residence deliveries include **one-time placement, full unpack, uncrating (required even if all other services are waived), reassembly, and debris removal on delivery day** (this includes shipments out of NTS)

SECTION 3: PAPERWORK REQUIREMENTS & EXAMPLES

3.1 FORWARDING OF BASE PAPERWORK TO NFC

Regulations state the base must receive a copy of the base paperwork within 7 Government Business days of the shipment picking up. NFC forwards these documents to the base; however, we require:

- The origin agents to submit all origin documentation within 1-3 business days of pickup to origin-docs@nationalforwarding.com. These documents include:
 - **Rated** GBL
 - Weight tickets
 - Inventory (carton and sticker inventory)
 - DD-619
- **Rating** of the GBL simply requires the Gross, Tare, Net and Pro Gear weight totals are filled in Block 28 and adding the BL number in Block 23.
- If your invoice is ready at the time you have all your paperwork prepared, simply include your invoice as the first page of your PDF file.
- A single PDF containing all requested documentation is required. We are unable to accept emails containing multiple attachments or links to obtain docs from third party software.
- If the driver has not returned the weights and inventory by the 4th business day after pickup, please contact our office at 800-722-9144.
- If we have not heard from the OA by the morning of the 6th business day, a second and final attempt will be made to obtain the paperwork from the OA. If the paperwork has not been received and processed by end of the 7th business day, the OA stands to receive a 5% deduction to their Origin Service Commission for failure to submit paperwork in a timely manner.
- Review the Distribution of Documents – 400NG/DP3 Shipments for detailed information.

3.2 DISTRIBUTION OF DOCUMENTS – 400NG/DP3 SHIPMENTS

<p><u>PRE-MOVE SURVEY:</u></p> <ul style="list-style-type: none"> Local agent must perform and forward the completed NFC Pre-move Survey form and Table of Measurements within 9 GBDs prior to the first pack date. However, if awarded within 14 days or less of the first pack date, perform and forward survey within 3 days of the award. Premovesurveys@nationalforwarding.com Contact NFC if the customer can't be reached for survey. Confirm pack days – if they change after the pre-move survey has been submitted, contact customer and NFC ASAP with the change. An inconvenience claim may be charged back if dates are dropped without customer or NFC being notified. 	<p><u>CUSTOMER PAPERS AT ORIGIN:</u> (Note 2)</p> <ul style="list-style-type: none"> GBL Inventory & HV/HR inventory DD619 (Note 5) <p><u>CUSTOMER PAPERS AT DESTINATION:</u> (Note 2)</p> <ul style="list-style-type: none"> DD619-1 if SIT, reweigh services or other accessorial services (Note 5) NTS shipments – copy of the GBL & copy of inventory DoD Loss & Damage Form
<p><u>ORIGIN/BASE PAPERS:</u> (Note 1)</p> <ul style="list-style-type: none"> GBL, weights filled in Weight tickets (Note 4) Driver must return DD619 (Note 5) Inventory, including HV/HR inventory <p>*To streamline our processes into a single email, we encourage the Origin Agent to process a single email to NFC with your invoice and all Origin Papers within 7 days. Your single email will fulfill the base paperwork and origin papers requirement while expediting your origin service payment. *</p>	<p><u>HAULER'S RESPONSIBILITY:</u></p> <ul style="list-style-type: none"> Contact NFC with shipment weight including pro-gear weight – no more than 3 days after loading Forward weight tickets and inventories, including the HV/HR inventory, to the origin agent and NFC no later than 7 days after loading (Note 4) Include a Rider if the shipment came out of NTS (Driver must get new weights for NTS shipments) Driver must have customer sign and date DD619-1, all inventories and leave copies with customer
<p><u>HAULER/DELIVERY AGENT PAPERS:</u> (Note 3)</p> <ul style="list-style-type: none"> GBL & NFC BL DD619-1, (Note 5) Delivery inventory, including HV/HR inventory Reweight weight tickets if applicable (Note 4) Rider against driver if applicable Notification of Loss or Damage at Delivery Any other documents regarding accessorial services to be billed 	<p><u>REWEIGH RESPONSIBILITY:</u></p> <ul style="list-style-type: none"> The agent that is informed of the reweigh is required to perform the reweigh, and call in weights within 4 days Reweight weight tickets are to be sent to NFC no later than 7 days after the reweigh is performed (Note 4) If a reweigh is requested on a shipment destined for SIT, and the hauler is sent the reweigh request while the driver is still in transit to SIT, the hauler is required to perform the reweigh – SIT WILL NOT be requested until a heavy weight is obtained by the hauler.

Note 1: Submitting paperwork via email

All paperwork can be submitted via email provided they are legible and complete copies. Below is a list of email addresses that should be used for processing paperwork to NFC.

Please note, the following email addresses are not monitored for inquiry purposes and are strictly used for document transfer.

- Origin paperwork/base papers – origin-docs@nationalforwarding.com
- Origin weights – originweights@nationalforwarding.com
- Reweight weights – reweigh@nationalforwarding.com
- Storage paperwork – storage-docs@nationalforwarding.com
- Delivery/hauling paperwork – hauling-docs@nationalforwarding.com

Note 2: Customer papers at Origin & Destination – The origin agent and delivery agent must leave these documents with the customer at the time of pickup and delivery.

Note 3: Hauler/delivery agent papers must be sent to NFC as proof of final delivery to property owner. Original Notification of Loss or Damage at Delivery is required for payment.

Note 4: Weight tickets must be legible and include: 1) location of scale, 2) date of weigh, 3) weights, 4) company ID, 5) customer's last name, 6) GBL number, 7) weighmaster signature, 8) SCAC

Note 5: List all accessorial services performed and the customer must initial each one. This includes: Extra Pickup/Extra Delivery, Third-Party Service (TPS), Crating/Uncrating, Packing/Unpacking, Shuttle Service, Extra Labor, Bulky Articles, and Mini Storage Pickup/Delivery.

3.3 GOVERNMENT BILL OF LADING (GBL) REQUIREMENTS

The GBL provides all the information from the DoD regarding the household goods move.

- NFC will electronically send the GBL to the agent 2 (two) government business prior to the first pack date.
- The origin agent must provide a **Rated** copy back with their documents.
- **Rating** of the GBL simply requires the Gross, Tare, Net and Pro Gear weight totals are filled in Block 28 and adding the BL number in block 23.

3.4 EXAMPLE GBL

BILL OF LADING		— PRIVATELY OWNED PERSONAL PROPERTY		ORIGINAL		B/L NO. HAF00000001	
1. TRANSPORTATION COMPANY (S.A.GENT) NATIONAL FORWARDING CO., INC. TENDERED TO: AAAAA AGENT NAME				2. SCAC NFWO	3. SERVICE CODE D	4. SHIPMENT NO. 2 / 2	5. DATE B/L PRINTED 20200805
6. REQUESTED PACKING DATE 20200810	7. REQUESTED PICKUP DATE 20200812	8. REQUIRED DELIVERY DATE 20200901	9. PRIVACY ACT DATA (5 USC 552) THIS FORM SERVES AS A PROCUREMENT ACCOUNTABILITY AND PAYMENT FORM IN THE SHIPMENT OF PRIVATELY OWNED PERSONAL PROPERTY FOR THE ACCOUNT OF THE U.S. INFORMATION THESION MAY BE USED TO PREPARE RELATED DOCUMENTS OR COLLECT EXCESS COSTS. DISCLOSURE OF INFORMATION IS VOLUNTARY BUT ITS ABSENCE MAY PRECLUDE SHIPMENT OR PROPERTY.				
13. EXTRA PICKUP/DELIVERY (Complete address) SERVICE NOT APPLICABLE				11. AUTHORITY FOR SHIPMENT (Order No. per. No., HQ) ----- Baton Rouge LA		12. DATE OF ORDER 20200324	
				14. DEPARTMENT/AGENCY United States Marine Corps		15. TRANSPORTATION CONTROL NO.	
16. RECEIVED BY THE TRANSPORTATION COMPANY NAMED ABOVE, THE PROPERTY HEREINAFTER DESCRIBED, IN APPARENT GOOD ORDER AND CONDITION (CONTENTS AND VALUE UNKNOWN), TO BE FORWARDED TO DESTINATION BY THE SAID COMPANY AND CONNECTING LINES, THERE TO BE DELIVERED IN LIKE GOOD ORDER AND CONDITION TO SAID CONSIGNEE. THIS BILL OF LADING IS GOVERNED BY THE REGULATIONS RELATING THERETO AS PUBLISHED IN TITLE 41, PART 102-118 OF THE CODE OF FEDERAL REGULATIONS. TERMS AND CONDITIONS ARE ALSO CONTAINED IN THE TENDER OF SERVICE.				17. FULL NAME OF SHIPPER JPPSO SOUTH CENTRAL			
18. CONSIGNEE (Name and destination delivery address) (See block 13.) SMITH, JANE Agent Camp Lejeune CAMP LEJEUNE, NC 28542				19. FROM (Complete address of point of pickup) (See block 13.) 123 FAKE STREET FAKEVILLE, LA 71270			
20. RESPONSIBLE DESTINATION INSTALLATION/OFFICE JPPSO SOUTH CENTRAL NAVJAG PLS2 CODE 4881 PO BOX 97 BLDG 110-1 JACKSONVILLE, FL 32212 -546-9029				21. BILL CHARGES TO (DEPT./AGCY, BUR., OFF., AND COMPLETE MAILING ADDRESS) US Bank PowerTrack Minneapolis, MN 800-417-1844 PowerTrack@usbank.com			
22. VIA (Names of interlining carriers)				23. FOR CARRIER USE ONLY- WAYBILL/FREIGHT BILL NO.		24. APPROPRIATION CHARGEABLE DE: 17 TAC: M7B0 SAC: M7000120C	
25. REMARKS (Special services, use reverse) The Shipment Contains Firearms.							
26. PACKAGES		27. DESCRIPTION OF SHIPMENT (Specify) *		28. WEIGHT †		FOR USE OF DESTINATION CARRIER ONLY	
NO.	KIND			GROSS	SERVICES	29. RATE	30. CHARGES
1	LOT	Household Goods. Containers: 0 Shipment is released at full replacement protection as defined by the Defense Personal Property Program Claims and Liability Business Rules.		TARE	LINE-HAUL TRANSPORTATION		
				NET	PACKING/ UNPACKING		
				† INCLUDES PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT WEIGHING	OTHER/ACCESS- ORIAL SERVICES		
						TOTAL	
						31. TARIFF OR SPECIAL RATE AUTHORITIES 400NO-2020 40 %	
* ISSUED AT LOWEST VALUATION CITED IN APPROPRIATE LENDER OR TARIFF UNLESS OTHERWISE STATED HEREON.				B/L NO. HAF0572692		32a. ISSUING OFFICER (Name and title) JOHNNY ONEBETTER, DAFC - TRANSPORTATION OFFICER	
CERTIFICATE FOR RECEIPT OF SHIPMENT AND ORIGINAL BILL OF LADING				32b. ISSUING OFFICE (name and complete address) JPPSO SOUTH CENTRAL JPPSO SOUTH CENTRAL DETACHMENT 1 240 WOODBRIDGE AVE, SUITE 500 LACROSSE, WIS. 54601		QBLOC: HAF0	
33a. NAME OF TRANSPORTATION COMPANY (Agent Name) NATIONAL FORWARDING CO., INC. AAAAA AGENT NAME		33b. DATE OF RECEIPT OF SHIPMENT		34. FOR USE OF PAYING OFFICER (Does not affect carrier charges.)			
33c. SIGNATURE OF AGENT/DRIVER		33d. PER		[] UNAUTHORIZED ITEMS		[] EXCESS DISTANCE	
				[] EXCESS VALUATION		[] EXCESS WEIGHT	
						[] OTHER (Explain under remarks.)	
CERTIFICATE OF CARRIER BILLING FOR CHARGES - CONSIGNEE MUST NOT PAY ANY CHARGES ON THIS SHIPMENT							
35a. ON (Date)		35b. AT (Actual delivery point) ‡		35c. THE (name of delivering carrier)			
35d. DELIVERED THIS CONSIGNEE TO		[] STORAGE IN TRANSIT		[] RESIDENCE		35e. COMPLETE AND IN APPARENT GOOD ORDER EXCEPT AS MAY BE INDICATED HEREAFTER.	
				[] SHORTAGE		[] DAMAGE	
				[] CARRIER OMBD REPORT ATTACHED			
35f. NAME OF DESTINATION CARRIER (Carrier authorized to bill charges)				35g. SIGNATURE OF CARRIER'S AUTHORIZED AGENT			
‡ CARRIER TO EXCLUDE AND ATTACH CERTIFICATE OF STORAGE AND LIABILITY FOR SHIPMENT PLACED IN STORAGE IN TRANSIT.							

3.5 WEIGHT TICKET REQUIREMENTS

Here are some reminders regarding weighing procedures on military shipments:

- All weight tickets **MUST** contain the customer's last name, GBL number, and SCAC.
- All weight tickets **MUST** be signed by the weighmaster – no exceptions.
- **All shipments must be weighed at origin including shipments releasing out of NTS.**
- A reweigh, when requested or automatic, should be performed at destination prior to delivery to residence or into SIT. Please bear in mind that the Transportation Office and customer are entitled to witness any shipment weighing.
- Separate weights should be obtained for any extra pickup or extra delivery requiring an accessorial service that has a weight-based compensation calculation. This primarily includes shuttles and mini-storage pickup fees. See section [5.14 Shuttle Billing Policies](#) for detailed information.
- Pro-Gear, aka Professional Books, Papers & Equipment, should be weighed separately (on a bathroom scale or platform scale) from household goods and entered on the GBL while being appropriately notated on the inventory. See section [5.6 Professional Books, Papers & Equipment](#) for detailed information.
- Leave all pads, dollies, hand trucks, ramps, and other equipment required to transport the shipment on the vehicle during the tare and gross weighing. No person(s) should be on the truck during the time of weighing.
- Fuel tanks should be full at the time of each weighing. If not full, fuel should not be added between the tare weighing and the gross weighing.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both.
- Do not attempt to utilize the tare for one shipment as the gross for another.
- Weighing must occur the day of loading at the closest point possible to origin.
- See [Section 3.6 Weight Ticket Example](#) on the information that should be recorded on the weight ticket.

3.7 INVENTORY REQUIREMENTS

Review the [Tender of Service](#) for a complete list.

- Prepare a LEGIBLE Inventory. Make sure the top and bottom portion are filled out properly and completely – see next page for example.
- PBO is not allowed– every tote or previously packed carton must be checked and repacked if necessary.
- List all contents of totes, duffle bags, trunks, dressers, chests, tool chests, etc., or list as empty.
- Do not use general descriptions - décor is too general – list the room and what kind of décor; holiday, artificial flowers, pictures, etc.
- If using a parts box, it needs to be on the inventory - hardware needs to be cross-referenced to the item number. See Table of Contents for Parts/Hardware section.
- Do not use ‘ditto’ marks or vertical drawn lines – do not use the word “miscellaneous.”
- Be specific as possible when listing items, and be sure to include the Make, Model and Serial number of ALL electronics on the regular inventory and the High Value/High Risk Inventory.
- Pro-Gear should be properly inventoried and annotated. See Table of Contents for Pro-Gear section.
- Make sure the condition is marked, be specific with exceptions, do not over-inventory or use the same exception symbol over and over. Generalized exceptions cannot be used to dispute and pre-existing damage should it be claimed.
- Make sure the numbers on the inventory correspond to the tags, and make sure that the inventory numbers don’t damage the item – don’t apply the sticker to finished surfaces and never write on the actual item.
- If unopened and in manufacturer’s carton, state ‘factory packed’.
- Firearms must be listed on the GBL and packed in a box labeled sporting goods. Firearms should be listed on the regular inventory and the HV/HR Inventory including the make, model and serial number. See Table of Contents for Firearms section.

3.8 INVENTORY EXAMPLE

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY				1 TAG LIST NO.	2																																																		
CONTRACTOR OR CARRIER National Van Lines, Inc. Broadview, Illinois 60155		SCAC 4	NATIONAL	TAG COLOR Red NOS. 91	PAGE NO. 3 of 12																																																		
NAME, RANK/GRADE, SSN Smith, John E-8		U.S. DOT No. 26628	AGENT National Van Lines	CARRIER'S REFERENCE NO. 333333	CONTRACTOR OR GBL NO. B5AC0000011																																																		
ORIGIN LOADING ADDRESS 123 Fake Street		CITY Virginia Beach, VA	GOVT. SERVICE ORDER NO.	VAN NUMBER																																																			
DESTINATION San Diego, CA																																																							
<div style="display: flex; justify-content: space-between;"> <div> <p>DESCRIPTIVE SYMBOLS</p> <p>AW - BLACK & WHITE TV C - COLOR TV CP - CARRIER PACKED MC - PACKED BY CARRIER CD - CARRIER DISASSEMBLED SW - SECTION WRAPPED</p> <p>GO - DISASSEMBLED BY OWNER PE - PROFESSIONAL EQUIPMENT PR - PROFESSIONAL PACKED MCN - MISCELLANEOUS CONDITION UNKNOWN</p> </div> <div> <p>EXCEPTION SYMBOLS</p> <p>D - DAMAGED F - FADING S - SOILED L - LOST M - MISPLACED SC - SCORCHED MI - MISLEAF SH - SHIRT</p> <p>NO - NON-REPAIRABLE P - PILING R - RUSTED RU - RUSTED SC - SCORCHED SH - SHIRT</p> <p>SS - SOLID ST - STAINED S - STRETCHED T - TORN W - WARPED Z - ZIPPED</p> </div> <div> <p>LOCATION SYMBOLS</p> <p>1. ARM 2. BOTTOM 3. CORNER 4. FRONT 5. LEFT 6. LEGS 7. REAR 8. RIGHT 9. SIDE 10. TOP 11. VENTILATOR 12. WHEEL 13. WHEEL 14. WHEEL</p> </div> </div> <p>NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.</p>																																																							
10	11	12	13	<table border="1"> <thead> <tr> <th>ITEM NO.</th> <th>QUANTITY</th> <th>ARTICLES</th> <th>CONDITION AT ORIGIN</th> <th>EXCEPTIONS (IF ANY) AT DESTINATION</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>4.5 ctn. Flight jacket</td> <td>M - Pro Gear 35-#C</td> <td></td> </tr> <tr> <td>2</td> <td>1</td> <td>1.5 ctn. Reference Material</td> <td>S - Pro Gear 22-#S</td> <td></td> </tr> <tr> <td>3</td> <td>1</td> <td>Red sofa 4.5, 6, 6, 6</td> <td>5, 1, BR Leather, 3 cushion 15 W</td> <td></td> </tr> <tr> <td>4</td> <td>1</td> <td>DR wood chair, 5, 1, L</td> <td>4, 5, 6, 2</td> <td></td> </tr> <tr> <td>5</td> <td>1</td> <td>Toy Box, SC 4, 10, 3</td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>1</td> <td>Red Tool Box - Full of Tools - Locked</td> <td>4, 5, 3, D</td> <td></td> </tr> <tr> <td>7</td> <td>1</td> <td>Samsung TV: MN LNH6D00KF, S/N# 33662146</td> <td>Seal 132636</td> <td></td> </tr> <tr> <td>8</td> <td colspan="4">SEE BACK OF THIS PAGE (PART 1) FOR</td> </tr> <tr> <td>9</td> <td colspan="4">CARRIER'S NOTIFICATION FORM TO BE</td> </tr> </tbody> </table>		ITEM NO.	QUANTITY	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION	1	1	4.5 ctn. Flight jacket	M - Pro Gear 35-#C		2	1	1.5 ctn. Reference Material	S - Pro Gear 22-#S		3	1	Red sofa 4.5, 6, 6, 6	5, 1, BR Leather, 3 cushion 15 W		4	1	DR wood chair, 5, 1, L	4, 5, 6, 2		5	1	Toy Box, SC 4, 10, 3			6	1	Red Tool Box - Full of Tools - Locked	4, 5, 3, D		7	1	Samsung TV: MN LNH6D00KF, S/N# 33662146	Seal 132636		8	SEE BACK OF THIS PAGE (PART 1) FOR				9	CARRIER'S NOTIFICATION FORM TO BE			
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<div style="display: flex; justify-content: space-between;"> <div> <p>RECEIVED \$ _____ IN FULL SETTLEMENT OF MY CLAIM</p> <p>SHIPPER'S SIGNATURE _____</p> </div> <div> <p>DATE 9/17/14</p> <p>AT DESTINATION</p> </div> </div>																																																							
<p>NOTICE: BEFORE SIGNING - CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.</p> <p>CONTRACTOR, CARRIER, OR AUTHORIZED AGENT (DRIVER): Bill Edwards 9/17/14</p> <p>SHIPPER'S SIGNATURE (CUSTOMER): John Smith 9/17/14</p> <p>SHIPPER'S SIGNATURE (CUSTOMER): John Smith 9/17/14</p>																																																							
<p>14. Make sure the driver and customer sign and date at completion of loading</p> <p>15. Make sure the driver and customer sign and date at completion of delivery</p>																																																							

1. List tag color and item numbers on every page
2. List page numbers (1 of 3 pages or 5 of 7 pages, etc.)
3. Agency Name
4. SCAC
5. Carrier Bill of Lading
6. Customer's full name and rank (if available)
7. Government Bill of Lading
8. Complete origin loading address
9. Complete destination address; if unknown, list the city and state
10. Pro-Gear: List carton size, item description, M (member), or S (spouse). The weight should be listed for each individual item as Constructed (C) or weighed on a Scale (S)
11. List furniture item with brief description and do not over write exceptions
12. List tool boxes or dressers as full/empty or locked/unlocked with brief description of contents
13. Electronics should include a brief description with make, model and serial number
14. Make sure the driver and customer sign and date at completion of loading
15. Make sure the driver and customer sign and date at completion of delivery

3.9 HIGH RISK/HIGH VALUE INVENTORIES & SEALS

- Prepare the HV/HR Inventory on each shipment. Only this specific government HV/HR Inventory is acceptable.
- **Listing *High Value* items is the joint responsibility between the packing crew and the customer.** High Value items are those worth more than \$100 per lb. The customer should be advised at the time of the pre-move survey that he will be asked to do this. For the most part, this only applies to packed items.
- The inventory number, carton contents and security seal numbers must be listed on both the HV/HR Inventory and the Regular Descriptive Inventory.
- The HV/HR Inventory must be filled out completely and accurately to be considered valid. The packing crew leader and the customer/releasing agent must certify that the High Value Inventory is true and correct. Both must sign and date the form.
- See [5.11 High Value/High Risk Policy](#) for detailed procedures

3.10 HIGH VALUE/HIGH RISK INVENTORY & SEALS EXAMPLE

National Van Lines, Inc.
National Forwarding Co. & All Affiliates
 2000 Roosevelt Road, Broadview IL 60155
 PH: 800-323-8125 Fax: 708-345-0554

HIGH RISK/HIGH VALUE INVENTORY

[illegible]

high risk high value inventory (1/04)

SEE REVERSE FOR COMPLETE FIREARMS HANDLING AND CONTROL PROCEDURES

NOTE: RECORD SEAL NUMBERS ON HV/HR INVENTORY

1034268



1034268



**HIGH VALUE/HIGH RISK
SECURITY SEAL**



ATTENTION: VALUED CUSTOMER

Your signature verifies this seal was applied in your presence.
At delivery, verify that this seal has not been broken.

Form 21952

Signature _____

CONTENTS OF THIS SEAL ARE THE PROPERTY OF NATIONAL VAN LINES, INC. © 2000

NOTE: RECORD SEAL NUMBERS ON HV/HR INVENTORY

1034268



1034268



**HIGH VALUE/HIGH RISK
SECURITY SEAL**



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Form 21952



Signature _____

CONTENTS OF THIS SEAL ARE THE PROPERTY OF NATIONAL VAN LINES, INC. © 2000

3.11 DD619 REQUIREMENTS

- The [DD Form 619, Statement of Accessorial Services Performed](#) is to be used at origin or destination to itemize accessorial services performed.
- The customer or customer's representative's signature is required on the form to support services performed.
- NFC is required to include a paid invoice supporting the type of services performed.
- All accessorial services must be requested and pre-approved by the PPSO in DPS before service is rendered.
- The next page provides an example form. Please note section 14 REMARKS is a blank field, however, NFC has filled in some example services.

3.12 DD619 EXAMPLE

STATEMENT OF ACCESSORIAL SERVICES PERFORMED			OMB No. 0704-0631 OMB approval expires Mar. 31 2022
The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at wha.mc-ales.wad.mbx.dd-dod-informationcollections@mail.mil . Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE DO NOT RETURN YOUR FORM TO THE ABOVE ORGANIZATION.			
1. BILL OF LADING NUMBER	2. OWNER NAME (Last, First, Middle Initial)	3. RANK/GRADE	
4. ORIGIN OF SHIPMENT	5. DATE OF PICKUP AT ORIGIN (DDMMYYYY)	6. DESTINATION OF SHIPMENT	
7. ORDERING ACTIVITY/INSTALLATION NAME	8. SCAC/NAME OF TRANSPORTATION SERVICE PROVIDER (TSP)	9. NAME OF AGENT	
10. TSP SHIPMENT REFERENCE NO.	11. SIGNATURE OF TSP REPRESENTATIVE	12. DATE (DDMMYYYY)	
			
13. ADDITIONAL SERVICES (Enter additional information in item 14, "Remarks".)			
a. CRATES (Indicate number of crates and name of item(s) in "Remarks".)		d. EXTRA PICKUP	
b. THIRD PARTY SERVICES (i.e., Schunks, pool table, etc. Must provide invoice to PPSO.)		e. EXTRA DELIVERY	
c. SHUTTLE SERVICE (Describe in "Remarks".)		f. OTHER (Describe in "Remarks".)	
14. REMARKS (Customer must initial next to each that apply.)			
<div style="display: flex; justify-content: space-between;"> Full pack performed _____ (Members initials) Extra Pickup/Delivery Y / N _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Shuttle Origin/Destination Y / N _____ (Members initials) Third Party: _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Wait Time/Extra Labor Y / N _____ Men: _____ Hours: _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Bulky Article Y / N _____ Item: _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Crating Y / N _____ </div> <div style="display: flex; justify-content: space-between;"> Item: _____ Crate Dims: _____ x _____ x _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Item: _____ Crate Dims: _____ x _____ x _____ </div> <div style="display: flex; justify-content: space-between;"> Item: _____ Crate Dims: _____ x _____ x _____ </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> Full unpack and reassembly performed to satisfaction _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Customer declined full unpack, but wanted cartons placed in designated rooms _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Uncrating Y / N _____ </div> <div style="display: flex; justify-content: space-between;"> Item: _____ Crate Dims: _____ x _____ x _____ (Members initials) </div> <div style="display: flex; justify-content: space-between;"> Item: _____ Crate Dims: _____ x _____ x _____ </div> <div style="display: flex; justify-content: space-between;"> Item: _____ Crate Dims: _____ x _____ x _____ </div> <div style="margin-top: 10px;"> Origin SIT / Destination SIT (circle one) Shipment Storage At: _____ Date in SIT: _____ Date Out SIT: _____ Number of Days: _____ SIT Control Number(s): _____ SIT weight: _____ </div> <div style="margin-top: 10px;"> Reweight: Y / N Original Weight Gross: _____ Gross: _____ Tare: _____ Tare: _____ Net: _____ Net: _____ </div>			
15. STATEMENT OF OWNER			
a. MATERIALS WERE FURNISHED/ACCESSORIAL SERVICES WERE PERFORMED (X all that apply.) <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> ORIGIN <input type="checkbox"/> DESTINATION <input type="checkbox"/> OTHER (Explain in "Remarks".) </div>			
b. SIGNATURE (Do not sign until the TSP has explained ALL that apply in item 13, "Additional Services".) <div style="text-align: center;"></div>			c. DATE (DDMMYYYY)

DD FORM 619, May 2019 PREVIOUS EDITION IS AUTHORIZED FOR USE UNTIL STOCK IS DEPLETED.

3.13 ADDITIONAL PAPERWORK: LOSS OR DAMAGE AT/AFTER DELIVERY

- One copy of the DoD DP3 Notification of Loss or Damage AT DELIVERY and the DoD DP3, Notification of Loss or Damage AFTER DELIVERY, must be furnished to the customer at delivery. This is a one page, reversable form.
- Our information must be listed in the lower right corner of the AT DELIVERY document:
National Claims Services
Ph: 800-325-6889
Fax: 708-345-5218
- Loss and damage must be recorded while unloading and/or unpacking and will be provided to the customer.

3.12 NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY EXAMPLE

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY				
COMPLETED BY TSP:				
NAME OF OWNER	RANK/GRADE	BRANCH OF SERVICE	WEIGHT	
IS THIS A PARTIAL DELIVERY (Y or N)? _____				
BL NO.	TSP REFERENCE NO.	JCAG	PICK UP DATE	
PURPOSE AND GENERAL INSTRUCTIONS: <ul style="list-style-type: none"> To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. List in the NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. THIS DOES NOT CONSTITUTE "FILING A CLAIM". A CLAIM MUST BE FILED VIA OPS CLAIMS MODULE - https://invois.mil/. 				
NOTED LOSS AND/OR DAMAGE If more than one page is needed, include your name, Bill of Lading No. and number the Page ____ of Page ____ on each page used.				
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand, and model number, if applicable)		
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____				
PLEASE READ CAREFULLY BEFORE SIGNING – THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY				
By signing below, Customer acknowledges receipt of: <ul style="list-style-type: none"> One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY. 				
Customer understands that he/she: <ul style="list-style-type: none"> Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. can provide notification to the TSP within 180 days by entering the information from the AFTER delivery document into the OPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 180 days after delivery. 				
Received for Delivery at: Street Address: _____ City _____ State _____ Zip _____ Telephone Number _____ Customer Email _____ Signature of Customer _____ (or his/her designated representative)			Name/Address of Transportation Service Provider (TSP): TSP Email: _____ Toll-Free Telephone Number _____ Fax Number _____ Delivering TSP Signature _____ Date _____	

3.13 NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY EXAMPLE

DEFENSE PERSONAL PROPERTY PROGRAM (DPS) NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY		
INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE): <ul style="list-style-type: none"> You have up to 180 days to inspect your property, note all loss and damage not previously discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). The preferred method of submission to the TSP is through the DPS on-line Claims Module - see instructions in Section A. If you are unable to file on-line you may give written notice of loss and damage following the instructions in Section B. If TSP is not notified within 180 days, you may lose any potential monetary recovery for your loss and damage. This is only notification to the TSP of your loss or damage - THIS DOES NOT CONSTITUTE FILING YOUR CLAIM. For information about filing a claim against the TSP, see Section C below. If you have any questions about completing this document, contact the TSP or Military Claims Office (MCO), or locate your Service Military Claims website at www.move.mil (under DOD Customer Info). 		
SECTION A - DPS ON-LINE NOTIFICATION: <ul style="list-style-type: none"> On-line notification can be completed via the internet by accessing DPS via http://move.mil. You must notify TSP in DPS by midnight GMT on the 180th day following delivery to be eligible for Full Replacement Value. If you submit this notice on-line via DPS claims module, you DO NOT need to complete Section B. 		
SECTION B - WRITTEN NOTIFICATION: <ul style="list-style-type: none"> If you are unable to provide notice on-line via through DPS, you may fill out this section and send it to the TSP. THIS NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY must be mailed by certified return receipt, faxed or e-mailed to the TSP identified below by midnight GMT of the 180th day following delivery. Keep a copy of this document and certified mail receipt for your records as proof it was sent to the TSP within 180 days. If more than one page is needed, please include your name, Bill of Lading No. and number of pages on each supplemental page used. USE ONLY BULLETPROOF PEN OR INDELIBLE INK. 		
NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage noted on the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.		
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (electronic items, provide brand & model number)
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE) </div> <div style="width: 45%;"> DATE OF DELIVERY </div> </div>		
SECTION C - FILING A CLAIM AGAINST THE TSP: <ul style="list-style-type: none"> With limited exceptions, to receive Full Replacement Value for eligible loss and damage, you MUST file your claim online via the DPS Claims Module within 9 MONTHS of your property delivery. To submit your claim to the TSP who shipped your personal property, access DPS at http://move.mil and follow instructions for filing a claim. You do not need repair estimates to enter your claim in DPS. If you choose not to file your claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates. For ANY questions about filing a claim, contact your servicing MCO. 		
Delivery Date: _____ BA: _____ Street Address: _____ City: _____ State: _____ ZIP: _____ Telephone Number or Email: _____ Customer's Name (PRINT): _____ Signature of Customer _____ Date _____ (or their designated representative)	SEND TO: Name/Address of Transportation Service Provider (TSP): _____ _____ _____	

3.14 ADDITIONAL PAPERWORK: HEALTH PROTECTION PROTOCOLS

As a result of the 2020 COVID-19 pandemic, USTRANSCOM released [Advisory 20-0073 Protecting the Force During Personal Property Shipments](#), [Advisory 20-0081 TSP Certification of Health Protection Protocols & FAQs on Advisory 20-0081](#). It requires for:

- All personnel, military and family members to use face coverings while on the customer's property, within a customer's residence, while interacting with customers, while handling a customer's personal property, and while within the proximity (10ft) of equipment used to transport property into/out of a residence.
- Face coverings can be removed while on breaks, 50 ft from a customer's residence and personal property and not in the proximity (10 ft) of personal property of equipment used to transport property.
- No mask is required in cabs or cabins of the tractor or moving truck.
- The [TSP DP3 Certification of Health Protection Protocols](#) document must be provided to the customer *every day of service*.
 - Our office automatically sends this form to our agents & haulers with the customers pre-printed information on the top.
- **Regardless of CDC, state, or local guidance, consider these procedures in place if the [TSP DP3 Certification of Health Protection Protocols](#) is sent to you by our office.**

3.15 TSP CERTIFICATION OF HEALTH PROTECTION PROTOCOLS EXAMPLE

PROTECTING DEFENSE PERSONAL PROPERTY PROGRAM (DP3) CUSTOMERS:

Transportation Service Provider Certification of Health Protection Protocols

Responsible TSP: _____ Bill of Lading / Order # (NTS or DPM): _____

Customer Name: _____ Date of Service: _____

Assigned Crew Members: _____

I certify the aforementioned crew members assigned to your move have been screened—consistent with Centers for Disease Controls (CDC) guidelines—for COVID-19. I routinely monitor CDC information (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>) to ensure these screenings account for the most up-to-date guidance.

I have also screened these crew members for symptoms commonly associated with other illnesses that are easily transmissible while working in the confines of a residence (common cold, flu, etc.)

I certify the aforementioned crew members will adhere to all guidelines issued by U.S. Transportation Command. Specifically, the crew:

- Is equipped with—and will wear—face coverings per CDC guidelines
- Is equipped and prepared to clean surfaces they touched in your residence (though they will seek your permission before using any cleaning products on your property)
- Represents the smallest crew required to service your move, and will adhere to social distancing guidelines
- Has been instructed and equipped to maintain good hand-hygiene

I acknowledge this is your residence, and you are empowered to decide who works (or does not work) in your residence. I further acknowledge your right to question my personnel on adherence to these protocols, and to stop and reschedule your move as you deem necessary. Your safety and security are paramount.

I appreciate that you will implement similar protocols to ensure the safety of these crew members. Please let me know if you—or anyone in your home—has COVID-19 symptoms or has been directed to self-quarantine.

I welcome your feedback on our adherence to these protocols. Please contact me or a member of my company at the below number. I similarly invite a DOD representative to contact me on your behalf.

TSP / Agent Signature

TSP / Agent Signature Block

TSP / Agent Contact Information

This form must be completed and presented to DP3 customers before work begins at the residence

VERSION 2 (29 APRIL 2020)

3.16 ADDITIONAL PAPERWORK: DP3 REAL PROPERTY DAMAGE FORM

USTC requires:

- Upon arrival and before departure from residence, a joint inspection (walk-around) with the customer will be completed.
- Prior to packout/delivery, floor coverings will be installed in high traffic areas of interior areas (finished) living spaces (e.g. floor coverings for entry and interior hallways).
- Doorways in high traffic areas (e.g. entry doorways, etc.) will be protected prior to a pack-out/delivery.
- Any real property damage (interior and exterior) will be noted on the [DP3 Real Property Damage Form](#)
 - If damages occur, the customer must be advised they are to notify the responsible TSP with in seven (7) calendar days of the damages found
 - Claim resolution must occur directly with the TSP
- NFC will provide our agents with a pre-populated DPS Real Property Damage Form for packing loading and delivery.
- NFC will also electronically send a copy of the form to the customer

3.17 DP3 REAL PROPERTY DAMAGE FORM EXAMPLE



DP3 Real Property Damage Form

SHIPMENT INFORMATION: (To be completed by TSP)

Customer Name:	Bill of Lading (BOL) #:
TSP Name & SCAC:	TSP Phone & Email:
TSP Real Property Damage Contact Information:	
Actual Pickup (PU) Date:	Actual Delivery Date:
PU Address:	Delivery Address:

CUSTOMER INFORMATION: (To be completed by CUSTOMER)

Customer Information	
Customer Phone No.: () -	
Alternate Phone: () -	Email: Alt. Email:
Mailing Address:	
City:	State/Country: Zip Code:

DAMAGES TO REAL PROPERTY: (To be prepared jointly by TSP and CUSTOMER)

Describe what happened and specific real property damage(s) here:	
Form completed at: <input type="checkbox"/> Origin or <input type="checkbox"/> Destination	
<input type="checkbox"/> Provide photo of any damages. (recommended but not required):	
Damaged Items (example: scratches/gouges in floor; damage to walls; broken hand rails (etc.) See reverse of form for additional space for real property damages.	
1.	
2.	
3.	
4.	
5.	
Customer/Authorized Representative Signature: Date:	
TSP/Moving Company Representative Signature: Date:	

IMPORTANT: The Customer must notify the TSP within seven (7) calendar days from pickup/delivery of any real property damage regardless if noted on this form or not (See reverse). The 7 calendar day notification timeline starts on the first day after pickup/delivery. Failure to notify the TSP of damages in 7 calendar days could result in the denial of your claim. Failure of the TSP to provide a Point of Contact for real property damages negates the 7 calendar day period.

Form Version 2/1/2021

3.18 OBTAINING PAPERWORK FOR DOD HOUSEHOLD GOODS MOVES

The following can be purchased by credit card at our website www.shopnvl.com

- Inventory stickers
- Household Goods Descriptive Inventory
- Inventory Exceptions Report (rider to inventory)
- DD Form 619 Statement of Accessorial Service
- Inventory Tag Control Form
- Motor ID31011 Form

The following forms are specific to the military claims process can be purchased from our Claims Department by calling 800-325-6889

- Loss and Damage at/after Delivery
- High Risk/High Value Inventories
- High Risk/High Value Seals

The following are pre-printed and emailed to you by our office, but blank copies can be printed by clicking on the name:

- [TSP DP3 Certification of Health Protection Protocols](#)
- [DP3 Real Property Damage Form](#)

SECTION 4: CUSTOMER SATISFACTION SURVEYS (CSS)

4.1 WATCH/VIP LIST SHIPMENTS

Our score on Watch (VIP) List Shipments is critical to our volume of business going forward and, consequently, our ability to book shipments to you. We intend to monitor service carefully and look forward to any input that you can provide to assist with maximizing the score.

Agents and haulers receive a call or email advising you of the Watch List Shipment status. This notification will serve as a request to do your normal outstanding service and to give this shipment extra special attention, as we must receive a perfect score.

In addition to your excellent usual service, please make sure that you do the following:

- Schedule and complete the pre-move survey as soon as possible. Sell your company to the customer and make him or her understand that you will give them the best move possible.
- Give the customer an after-hours Emergency Number. Ours is 888-993-6683.
- Call the customer the day before packing/loading and give them a window of the crews arrival. If there are any changes, notify the customer and NFC immediately!
- If this is a self-haul, communicate ETAs with our staff at 800-722-9144 or etaupdates@nationalforwarding.com.

4.2 CUSTOMER SATISFACTION SURVEY QUESTIONS

Below is the list of Customer Satisfaction Survey Questions the customer fills out after their shipment has been delivered. “Section II: The Transportation Provider” applies to the agents involved in the shipment.

Section II: The Transportation Provider (i.e. the movers)	
Origin 1. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Hauler 2. Evaluate origin services such as the care, courtesy and attitude of the loading crew.	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Hauler 3. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Provider (mover).	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Destination 4. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
Destination 5. How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
All Parties 6. How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from contact through delivery, to include any follow up?	<input type="radio"/> Excellent (40 pts) <input type="radio"/> Good (30 pts) <input type="radio"/> Satisfactory (20 pts) <input type="radio"/> Poor (10 pts) <input type="radio"/> Unsatisfactory (0 pts)

- NFC continuously downloads data from DPS and any survey involving our agents and haulers will be emailed. Please take the time to review, it gives you a chance to provide kudos to your hard workers or take proactive measures to correct issues if needed.
- Agent CSS Scores and Claims Statistics are sent on the 15th of each month. These comprehensive reports provide CSS and Claim grades for Domestic shipments. The CSS scores are based on surveys that were submitted within the last 12 months of the report date, and the Claim grades are based on shipments that were picked up within the last three years of the report date.
- If you have any questions regarding CSS scores, contact Agency Services at 800-323-9125 or agencyservices@nationalforwarding.com. If you have any questions regarding claim statistics, contact Claims at 800-325-6889 or ncs@ncsclaims.com.

4.3 TIPS FOR HIGH CUSTOMER SATISFACTION SCORES

National Forwarding works with agents and haulers who can provide EXCELLENT service to our customers in the military and are willing to go the 'extra mile'. The most excellent scores are achieved when the customers' experience at origin goes well. This starts with the first call to set up the pre-move survey and enables you to promote your company and the moving industry. The surveyor should ask: "Is there anything we can do to make this the best move you have ever had?" This response should be noted and communicated to all parties involved.

Below are simple reminders for a good move:

- There are no 2nd chances; how we perceive people in the first 5-10 seconds will dictate how we respond to them.
- Communication throughout the move is a key to a successful moving experience for all.
- Unpacking is an entitlement and should be completed in a friendly and professional manner, making the customer feel like the services were not an inconvenience.
- Work as a team, listen, apologize, never embarrass or disrespect, smile, make eye contact and use titles when addressing the customer.
- Keep conversations related to the job.
- If mistakes were made by a previous agent, don't "throw them under the bus." We're all on the same team.
- Don't lose the HARDWARE!
- The final delivery is our last chance to ensure the customer is left with a positive, pleasant moving experience.

4.4 SUGGESTIONS TO ENHANCE THE CUSTOMER EXPERIENCE

ORIGIN AGENT

First Impressions: The Surveyor

- Call the customer to introduce your company, make the Pre-Move Survey appointment
- Arrive at scheduled appointment time
- Sell your company, but only promise what you will provide
- Providing something 'extra' makes the customer feel special

First Impressions: A Trained Packing Crew

- Call the day before pack day with an ETA of the packing crew – call again on the pack day with an updated arrival time. Advise on an AM or PM arrival and make sure the crew can get on the base in a timely manner and has the customer's phone number to update arrival time if necessary.
- Make sure the crew is clean, wearing company shirts and knows their responsibilities at the customer's home – make sure cell phones are left in the truck and the crew knows to take scheduled breaks and lunch. Each crew should have one leader who is in charge.
- The crew leader should walk through the home, make sure the customer has all personal items secured (purse, wallet, jewelry, cash, etc.) and review items to be packed, including Pro-Gear, and HV/HR items. Any items that are not to be packed should be put in a closed room or the customer's car.

Lasting Impressions

- Make sure the crew cleans up after they are finished. Packing debris should not be left in the home or outside. The crew should also clean up any of their personal water, soda or food packaging.
- If the mattresses were not packed so the customer could use them, make sure tape and boxes or bags are left at residence for the packing crew to return, or for the driver to pack.
- Ensure that all third-party and/or accessorial services are completed, especially any crating and bolt installation for front-load washers.

HAULER

First Impressions at Origin: Truck, Driver and Crew

- Call the customer to introduce yourself and advise your arrival time. Advise the customer of an AM or PM arrival. Make sure you have enough help, prearranged the day before at the latest, and make sure you all can get on the base.
- Make sure your truck is clean (inside and out) and moving pads are clean and folded.
- The driver and crew should be clean and in a company shirt.
- The driver should introduce him/herself and the crew, and complete a walk through with the customer while the crew gets the house ready with floor and door protection.
- Ask the customer if they are concerned about any particular item. Make sure it is one of the first to get on the truck.
- Make sure all items are packed and the previous agent completed all required services. Call NFC ASAP if something was left incomplete, so we can contact the origin agent. Make sure the customer has all their personal items (purse, wallet, jewelry, cash, etc.) secured before starting to load.
- Have the tools to disassemble items and properly take care of the hardware.
- Take a final walk through the home to make sure everything has been loaded to the customer's satisfaction.
- Customer should sign all documents and receive a copy.

Lasting Impressions at Delivery: Driver

- Keep NFC and the customer advised of the arrival time. Make sure you have your crew lined up, and everyone is clean and in a company shirt. All should be able to get on the base in a timely manner.
- Introduce everyone and while the crew is preparing the house, walk through the house with the customer and ask if they are requesting a full or partial unpack – this is a requirement. If the customer chooses not to have you unpack, all items and cartons must be placed in the proper rooms. Any items on the HV/HR inventory must be opened and checked off even if the customer waives unpacking.
- Make sure customers' personal items are secured (purse, wallet, jewelry, cash, etc.) before starting.
- Assemble everything that was taken apart at origin, including shipments out of NTS. Having extra screws on hand could be helpful.

- Take a final walk through with the customer to make sure everything has been properly placed and is assembled or unpacked to the customer's satisfaction.
- Make sure the customer signs all documents, and checks off if unpacking was completed.
- All debris, including any trash created by the crew, must be removed from the residence.

DESTINATION AGENT: DELIVERY OUT OF SIT

First Impressions: Office Staff

- If a base or the customer contacts you directly to schedule delivery, contact NFC immediately so we can properly coordinate and update DPS.
- Contact the customer the day before delivery with an ETA of the arrival time of the crew and call again the morning of delivery to update the time. A 2-hour window is suggested. The crew should have the customer's phone number to call with ETA updates if necessary.
- Ask the customer if they are requesting a full or partial unpack.
- Make sure the crew is clean, in company shirts and can get on the base.
- Confirm the crew knows their responsibilities at delivery and they have the tools to properly assemble everything that was taken apart at origin. Having a packet of extra screws could be helpful.

Lasting Impressions: Crew

- Crew leader should take a walk through the house to make sure the customer's personal items are secured (purse, wallet, jewelry, cash, etc.) before starting the delivery.
- Breaks and lunch should be done on schedule. Make sure the crew cleans up after themselves and properly disposes of trash.
- Anything on the HV/HR Inventory must be unpacked and checked off even if the customer waives the unpacking.
- Remove all packing materials and debris from the home. The crew leader should take a final walk through the home to make sure everything is completed to the customers satisfaction.
- Customer should sign all documents and check off if unpacking was completed.
- An appearance by a supervisor at the delivery always makes a good final impression.

4.5 CSS LANGUAGE PROHIBITION

The [2021 DP3 Tender of Service](#) included new language prohibiting TSPs, agents and haulers from doing the following:

- I understand that under no circumstance will I survey DOD Customers other than reminding them about the DOD CSS. This includes: verbal, print material, electronic material, or social media.
- I will not offer monetary gifts nor incentives to customers or other entity for completion of a survey. Neither will I manipulate or coerce a customer to complete a CSS in return for any claims related action. Claims actions must not be contingent on completion of a CSS.
- I understand that I am not authorized to transfer a customer to the Help Desk for the purpose of completing the CSS.
- I understand that instances of such conduct will be construed as an unethical act and may result in punitive actions.
- I should engage customers at each stage of the move to ensure a quality move. Nothing in this paragraph should be construed as limiting my ability to properly engage the customer and perform effective shipment management.

SECTION 5: MILITARY PROCEDURES

5.1 THE PRE-MOVE SURVEY

- The Pre-Move Survey is a Performance Requirement in the Tender of Service and considered one of the most important parts of an origin agent's responsibility.
- The following Tender of Service (15 May 21) requires:
 - For standard award shipments, pre-move must be submitted to NFC no later than nine government business days from the first pack date. If a shipment is awarded within 9 days of the first pack date, pre-move must be submitted to NFC within 3 days of the shipment award.
 - For shortfuse shipments awarded less than 3 days prior to the first scheduled pack/pickup date, the pre-move must be submitted to NFC with 1 day of the first pack date.
- Survey may be completed either in residence, virtually (with customer's consent; e.g. email or software consent) or telephonically. There are no longer restrictions regarding weight and/or radius.
- Contact our office immediately after the survey if there are concerns with the condition of the customer's residence during the survey.

The surveyor should:

- Contact the customer ASAP.
- Be friendly, professional, and knowledgeable of military procedures.
- Use National Forwarding's Pre-Move Survey Certification form – a 5% deduction of booking commission will be assessed if the NFC form is not completed and returned.
- Check for accessorial service charges (bulky articles, crating, shuttles etc.).
- Check for items requiring third-party services (pool tables, Grandfather clocks, fitness equipment etc.).
- Check for [Firearms](#) and [ProGear](#).
- Let the customer know what items cannot be shipped.
- Check the home for infestation of any kind, animal droppings, mold or mildew, messy home conditions, etc. Advise NFC immediately if these conditions are discovered.
- Suggest the customer reads the "[It's Your Move](#)" pamphlet on the official DOD customer website: [Move.mil/resources](https://move.mil/resources) (under the Household Goods Policies and Supplements section).

- Never discuss anything about delivery or an ETA to destination. Refer customer to NFC.
- Remind the customer to secure all valuables before the crews arrive.
- Confirm the pack and load dates and call our office if dates do not coincide with customer's availability. **If pack dates are added or dropped, be sure to advise the customer and NFC ASAP.**
- Make sure anything promised to the customer is communicated and performed.

5.2 NFC PRE-MOVE SURVEY FORM EXAMPLE

TSP Name _____
800.722.9144

PRE-MOVE SURVEY CERTIFICATION

Provided there are no changes to the dates referenced below, Pre-move due to NFC by: 00/00/00

Customer	GBL #	BL#
Origin	Destination	
Pack Start Date	Pickup Date	

1) FIREARMS in shipment? *If shipment is out of NTS please call and confirm with the NTS warehouse* YES or NO
 2) PROGEAR in shipment? YES or NO If yes, estimated weight _____ LBS.
 3) Current delivery address: _____
 4) Earliest date customer or receiving agent can accept delivery _____
 5) Is the first pack date correct? If not, provide new pack date _____
 6) Is the pickup date correct? If not, provide new pickup date _____
 7) Extra pickup? YES or NO If yes, provide EPU address _____
 8) Confirm contact information Email _____
 Phone # Origin Destination Cell

CONFIRMATION OF COMPLETED PRE-MOVE SURVEY:

CUSTOMER SIGNATURE _____ Date _____

If phone/virtual survey: AGENT SIGNATURE _____ Date _____

ENTER PRE-MOVE SURVEY WEIGHT HERE: _____ LBS

PRE-APPROVAL REQUESTS

Bulky Articles

Auto _____
 ATV/Golf Cart/Riding mower _____
 Boats/Jet Ski (Type & Length) _____
 Hot Tub (dimensions required) _____ x _____ x _____
 Rear Projection/Tube TV ONLY: ≥ 48in _____
 OTHER Bulky Articles _____

Motorcycle (all info required):
 Year _____
 Make _____
 Model _____
 VIN _____

Crating? If yes, provide actual ITEM dimensions

Item _____	Dimensions _____	x _____	x _____	x Item
_____	Dimensions _____	x _____	x _____	x Item
_____	Dimensions _____	x _____	x _____	x Item
_____	Dimensions _____	x _____	x _____	x Item

Shuttle? If yes, why can't t/t access location? _____
Transfer point (if known): _____

Extra Labor: # of Men _____ **# of Hours** _____ **Reason** _____

3rd party service? If yes, list what item/s need service _____

PROVIDE A COPY OF THIS FORM TO THE CUSTOMER SO THEY HAVE OUR CONTACT INFORMATION
EMAIL PRE-MOVE AND CUBE SHEET TO PREMOVESURVEYS@NATIONALFORWARDING.COM

NFC Pre-Move Survey Policy: For standard award shipments, pre-move must be submitted to NFC no later than nine (9) government business days. If shipment award is within fourteen (14) days of first pack date, pre-move must be submitted within three (3) days of shipment award. Failure to provide pre-move survey to NFC in a timely manner will result in a deduction to the paid origin service commission.

5.3 CRATING & THIRD-PARTY SERVICES

Per our 2020 Agent Compensation Schedule effective 15 May 2020, NFC handles these 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 the policy includes the following:

- Re-crating member-owned crates remains with the OA.
- All uncrating remains the responsibility of the delivering agent.

For billing purposes, please use the following guidelines:

Newly built crates (delivering agent only):

- Uncrating newly built crates is compensated per the 400NG Tariff rate.
- To appropriately bill uncrating, delivering agent will need to document crate dimensions and item description on the DD619 and/or the inventory.
- Utilize the crate dimensions provided on the uncrating preapproval that is sent by our office.

Previously used/member-owned crates:

- Any crate/s in which the service member retained from a previous move (including NTS shipments), re-crating/uncrating is compensated as extra labor item code 120A.
- OA and delivering agent will need to document how many crates, item description, and the number of men/hours approved on the DD619.
- Description and men/hours provided on the re-crating/uncrating 120A labor preapproval that is sent by our office can be used to fill in the DD619.

If you have any questions or concerns to contact our Preapprovals Department at 800-722-9144 or preapprovals@nationalforwarding.com.

5.4 PIANOS, GRANDFATHER CLOCKS & FITNESS EQUIPMENT

There has been a steady increase in failures to properly service pianos (Grand and Baby Grand only), Grandfather clocks and fitness equipment. The majority of these items are of high value and if not handled properly, can result in significant and costly damages.

While we understand some of our agents may know how to properly service these items, a third-party service company should always be requested. This way we can ensure appropriate handling. Pianos require disassembly and locking of the piano keys. Grandfather clocks require the weights, chimes, and pendulum to be removed and the chains to be tied (chains should never be removed).

Traditionally crating of pianos and Grandfather clocks is not authorized however should a service member request crating, it should be noted on the NFC Pre-move Survey Certification form and we will attempt to seek approval. This will be subject to the base's authorization. If crating is denied pianos should be padded/wrapped and placed on a piano board (Hauler responsibility) and clock boxes (or other corrugated cartons) should be utilized for the Grandfather clocks (Origin agent responsibility).

Fitness equipment, especially large items like home gyms, treadmills and ellipticals have safety and liability concerns, and an attempt to seek third-party disassembly approval should be made. Without third-party approval at origin, it is very difficult to get reassembly approval at destination. Certain items such as basic treadmills that fold and standard exercise bikes can ship whole, assuming there are no obstructions in the home that would prevent an agent from safely moving these items out of a residence.

Per NFC policy, our office will arrange these services, if approved. Pianos, Grandfather clocks and fitness equipment need to be noted on the NFC Pre-move Survey Certification form.

If you have any questions or concerns please feel free to contact our Preapprovals Department at 800-722-9144 or preapprovals@nationalforwarding.com.

5.5 FRONT LOAD WASHER POLICY

ORIGIN AGENT

Pre-move Survey - The origin agent must ascertain at the pre-move survey whether the customer has the bolts for any front load washers, and make certain that they will be available at the time of packing. If the customer does not have the bolts to secure the washer for transport, then it will become the responsibility of the origin agent to procure the bolts. Make, model and serial # of the front-load washer must be obtained, and steps immediately taken to obtain the bolts prior to pack day.

The origin agent will be responsible for installing the bolts and securing the front-load washer on the day of packing. OA should obtain a receipt for the purchase of any bolts, and submit for reimbursement with their invoice. Only the bolts or necessary hardware will be reimbursed in this manner (see section on compensation below). Under no circumstances should the crew disconnect the hoses, etc. for liability reasons.

In the event of a short fuse shipment and the origin agent finds it impossible to procure the bolts, they must contact NFC's Preapprovals Department at 800-722-9144.

DRIVER/LOADERS

When first arriving at the residence, find out if the packers have acquired and installed the bolts. If not, immediately contact NFC Preapprovals at 800-722-9144 and advise us that the washer has not been serviced. Do not leave the washer behind. If our combined efforts cannot find a solution that would enable us to service the washer, we may ask you to load the washer without it being serviced, or to install the bolts if an origin agent cannot return. In that case, if all other parts of this policy have been performed, you will be held harmless from any claim for damage that is strictly internal in nature, and where no specific evidence exists that indicates that the item was mishandled while in your possession. Under no circumstances should the crew disconnect the hoses, etc. for liability reasons.

AT DELIVERY

Remove the bolts upon delivery, whether a direct delivery or a delivery from storage, and leave them with the customer. Damage to the washer or the residence due to failure to remove the bolts will be charged back in full without respect to any per pound per article limitation. Under no circumstances should the delivery crew connect the hoses, etc. for liability reasons.

COMPENSATION

DP3 shipments – USTRANSCOM has taken the position that no additional charge will be allowed for servicing washers, including front load washers. Per the 400NG Tariff, "the cost for bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON household appliances" is already being compensated in the 135A (Origin Service Charge) and 135B

(Destination Service Charge). Also “Third-Party Servicing DOES NOT APPLY to washers (e.g. front load) and other household articles that require bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the TSPs transportation.

ASSISTANCE IN OBTAINING & INSTALLING SHIPPING BOLTS

We wanted to pass on all of the information that we have obtained that may be of assistance to you in obtaining and installing the shipping bolts. We are aware of the fact that most of you have already been performing this service for quite some time, but in the event that this information may be of use to you, we wanted you to be aware of some of the means at your disposal to perform this function.

We are aware that this places an additional burden on you as an agent, particularly in light of USTRANSCOM's position that there shall be no compensation under DP3 shipments. We will reimburse you (see policy for details) for the parts nevertheless and absorb those costs. On one hand, we realize the additional burden. On the other hand, the government has determined that these washers are common, and that movers should all know how to handle them.

We realize also that the “It’s Your Move” booklet on www.move.mil/resources states that the customer should get the bolts. However, our experience thus far has shown that it is a bad idea to simply rely on the customer to get the bolts. Sometimes they just don’t do it. If the customer does indicate their willingness to get the bolts, there must be follow-up, and you would need to be able to step in at a moment’s notice to supply the bolts. That’s one reason why we feel it is necessary for the origin agent simply to take the responsibility for it if the customer doesn’t already have them. Regardless, just asking the customer to do it and then forgetting about it is not an option.

The first step, if this has not been part of your company’s services before, is to appoint someone within the organization to be your “expert” on front loading washers. To obtain the bolts, here are some of the options open to you. Keep in mind that since ordering the bolts takes time, internet sites are only useful when the pre-move survey is done far enough in advance of loading.

- Local hardware stores and some Home Depots
- Go to www.SearsPartsDirect.com to order the parts – this site is not limited to Sears/Kenmore washers, but you will need the make and model number
- Local third-party companies
- Some National/Worldwide third-party companies may also be able to sell you just the kit (cost may be inflated but it’s still an option)
- Referrals from other local agents

LITKIT

- The “LITKIT” – go to <http://www.litco.com/litkit/index.htm> for more info (this can be used instead of bolts and will work for any machine) – if used, the sticker that goes on the machine must also be used to alert the delivery crew to remove at destination

Here’s some info for when the customer has the kit and you need additional information on how to install the bolts:

- Most instruction manuals can be found online at managemylife.com (Need to know Brand and Model #) The website is easy to navigate; from the home page you click on manuals, then the brand, then residential washers. It will list all manuals available with the corresponding model # (kits also come with instructions)
- Most FLW’s have four bolts, some the occasional two. Some also need spacers, washers, and clamps. All necessary parts come in the kit; including the wrench needed to put on or take off bolts (most common wrench size seems to be 3mm). Without appropriate wrench, you risk stripping the bolts
- Two men are needed to install bolts; one to line up the drum, one to screw in bolts.
- Approximate installation of kit is 20 minutes.

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

5.6 PROFESSIONAL BOOKS, PAPERS & EQUIPMENT (PRO-GEAR)

Customers are allowed up to 2000 lbs. of pro-gear and their spouse is allowed up to an additional 500 lbs. That combined weight will be deducted from the weight charged against the customer's allowed weight for their shipment.

Specific exclusions:

- Commercial products for sale/resale
 - Sports equipment
 - Office furniture
 - Household furniture
 - Shop fixtures
 - Furniture of any kind (bookcases, computer desk, file cabinets, racks)
 - Personal computer equipment and peripheral devices
 - Memorabilia including awards, plaques or objects for past performance
 - Table service including flatware, dishes, glassware and other utensils
 - Other items of professional nature that will not be necessary at the next/subsequent PDS, such as text books from previous schools unrelated to future duties and personal books, even if used as part of a past professional reading program or course of instruction and reference material that can be found on the internet.
- However, if the customer insists these items are to be marked as pro-gear and counted toward the total pro-gear weight, mark them. Do not argue with the customer. The base ultimately will decide what is/is not pro-gear.
- All pro-gear must be identified and separated from the household goods **by the customer**. The items must be placed in separate boxes, marked, weighed and inventoried properly. The pro-gear must be further identified as M-PRO for the member or S-PRO for the spouse on the inventory.
- The pro-gear boxes can be weighed on a bathroom scale or platform scale. If a scale is not available, a constructive weight of 7 pounds per cubic foot will be used. When a constructive weight is used, the symbol "C" must be entered after the weight.
- It is a good idea to keep pro-gear together on the inventory so it can be added up more easily. The pro-gear weight must be entered into DPS separately from the entire weight of the shipment.
- The pro gear weight does NOT change the weight of the shipment – it is taken off the net weight when the military is processing the shipment to make sure the customer has not gone over their weight allowance.
- Next page illustrates examples for the correct annotation of pro-gear, as well as a table containing constructive weights to reference.

Constructive weight examples:

Carton Size	Constructive Weights	Common Carton Dimensions
1.5 carton	10.5 lbs.	
3.0 carton	21 lbs.	
4.5 carton	31.5 lbs.	
5.2 carton	36.4 lbs.	18x18x18
Wardrobe carton	70.35 lbs.	21x18x46
Dish-pack carton	42 lbs.	24x18x24
Mirror carton	58.1 lbs.	30x40

Examples of properly annotated pro-gear on an inventory:

1.5 carton - reference material – CP – M-PRO – 42 lbs (*bathroom scale*)

4.5 carton – Flight suits – CP – S-PRO – 31.5 lbs – C (*constructive weight*)

5.7 WATCHING FOR MOLD

ORIGIN AGENT

- **NEVER** pack or load any part of a shipment where mold is present. **Contact our Claims Department immediately at 800-325-6889.** If you can't reach us, and you see mold, don't pack or load anything and call our emergency number 888-993-6683.
- Inspect for mold on shipments that have been in storage, especially if the shipment or warehouse smells musty.
- Once a shipment is accepted, it becomes our problem. Even if exceptions have been taken, since nobody is going to want to accept it, the costs of mitigation are the last TSP's responsibility regardless of the mold's origins.

DESTINATION AGENT

- If you receive a shipment into SIT which has moldy items contact our Claims Department immediately at 800-325-6889. If you can't reach us, and you see mold, don't pack or load anything and call our Emergency Number 888-993-6683.
- If a moldy shipment is accepted into SIT, and our claims department was not notified while the hauler was still present, the receiving agent (destination agent) may be held liable for mitigation regardless of rider notes.
- NEVER deliver any moldy items to the customers residence. If we deliver these moldy items to the home, we are also responsible for the possible cleaning of the home for mold.

Should you have questions or concerns please feel free to contact our Claims Department at 800-325-6889 or ncs@ncsclaims.com.

5.8 NTS SHIPMENTS

It has always been a requirement to take a rider annotating the condition of the goods when picking up a shipment from NTS. This is also true when you self-haul a shipment from your own NTS. We have always had some kind of per pound per article limitation for damage, so we absorb a large portion of any damage. Naturally, we do not want to just absorb losses for damage that actually occurred during NTS, and not under NFC's GBL contract.

With Full Replacement Valuation, we feel it is necessary to formalize our policy. We cannot limit liability to \$1.25 per pound per article for the hauler when they fail to take a valid rider, whether picking up the shipment from their own NTS warehouse or out of a foreign NTS warehouse. Not taking a rider of any kind must be considered negligence, in that the agent has not taken any steps to protect us from absorbing a share of damages that may have already been present.

The rider must be provided to us with the rest of the paperwork in order to be accepted by NFC, and the rider must be received prior to receipt of the actual claim from the customer. Loss has always been charged in full, and is not affected either way.

Below are some situations that can arise when picking up a shipment from NTS. Please be sure that your crews/drivers understand what to do when situations like these arise, as they can be very costly if they are not handled properly.

- The proper procedure is to take a rider using the existing inventory – the only time a “re-inventory” would be valid is if it cross-references the original numbers. Even then, it’s not a good idea. We must ensure that a rider is carefully worded so that it protects us against claims. Contact our Claims Department if you do not feel it is possible to take a rider, for whatever reason.
- Never accept a shipment with a substantial amount of water damage, or if ANY mold or mildew is detected. If mold or mildew is smelled or seen, stop and contact our Claims Department immediately. Even if a rider notes mold, mildew, or water damage, the expenses associated with “damage mitigation” would fall to the last handler per military regulation. These costs can often exceed the claim, and the mold could pose health hazards to certain individuals. See the Table of Contents for more information regarding “watching for mold.”
- Do not accept any pre-wrapped furniture without unwrapping it and taking exceptions. This goes for shrink/stretch wrap, paper-padded furniture, or any other wrapping. If it is not a carrier-packed carton, it must be carefully viewed and exceptions must be noted.
- If a carton is severely crushed or rattles, open up the box to see what, if anything, is broken, and write what the actual damaged item(s) is on the rider. Simply writing “crushed carton” is insufficient to protect us from liability for damaged contents.
- If an NTS warehouse refuses to sign the rider, or disputes your crew’s comments, contact us immediately. Both parties have a right to document their opinion on the rider, and it is critical for us to get a copy of the rider right away when there is a dispute between parties.

- In the event that the original inventory covers the loss/damage to all items (i.e. there is no “new” loss/damage), a rider should still be made stating “none,” or “nothing additional.” Doing this would fulfill NFC’s NTS rider policy and allow your agency to be afforded the \$1.25 per pound per article liability (does not apply to loss, which would still be charged back in full).
- Documenting pre-existing damage that is already noted on the original inventory is not necessary, unless that original inventory appears to be “pencil whipped” or not specific enough to cover the damage. If damage appears new, or is greater than or different from the original exceptions, the damage should be documented on the rider.

If you have any questions, or crews run into a situation where they are unsure of how to proceed, contact our Claims Department as quickly as possible and while the crew/driver is still at the NTS facility. Receiving word of a situation after the fact does not allow us to offer guidance. The Claims Department can be contacted at 800-325-6889.

5.9 MATTRESSES & BOX SPRINGS

ORIGIN AGENT

- Mattress bags are allowed on Code D shipments.
- Cartons are preferred because they offer more protection.
- Only bags that are made specifically for shipping mattresses are allowed.

DESTINATION AGENT

- If a mattress comes into your warehouse bagged, simply note any exceptions for damage, etc.
- If a bag has been compromised (torn, ripped, etc.) then we do need to re-bag it, and if NFC is notified promptly the costs associated with this service will be reimbursed.
- Noting on a rider that a mattress or box spring has not been boxed or bagged does not mean that you are not liable for any damages.
- If there is no box or bag, the condition of the mattress or box spring must be noted, and new materials applied as per above.

SLEEP NUMBER BEDS

- See <https://www.sleepnumber.com> for much more information. Contact our Preapprovals Department at 800-323-9125 if you have questions.

TEMPUR-PEDIC MATTRESSES

Handling instructions per Tempur-Pedic website <https://www.tempurpedic.com/product-care/>

- When transporting or storing your mattress, lay the mattress flat – not on its side or folded.
- The handles included on some Tempur-Pedic mattresses are for positioning purposes only – not for carrying.

5.10 PARTS HARDWARE & CUSTOMER SATISFACTION

GENERAL GUIDANCE

- Missing parts or hardware at destination is very expensive and could ruin what could have been a great score. It can also lead to an unnecessary Letter of Warning from the base.
- The Tender of Service states we must unpack and re-assemble all items disassembled at origin, whether from residence, SIT, or NTS. Completing this task is impossible when the parts or hardware is missing. The driver loading the shipment needs to take responsibility of the hardware.
- The hardware can be placed in a bag and attached to each item, reinserted back into the holes that they were removed from, or labeled and placed into a parts box. If a parts box is used, list it as the #1 item on the furniture inventory. We also strongly suggest that the parts box be listed on the High Value/High Risk Inventory, with the same HV/HR treatment, to include security seals.
- Do not roll the parts and hardware in paper, and do not place parts and hardware in cartons with other items. That can be dangerous when not labeled correctly, as it can be thrown out with the paper debris.
- Make sure if the customer has taken apart anything, like shelving units, the hardware is attached. If the hardware is not there, point it out to the customer and note it on the inventory as short hardware.
- Destination agents should be aware if there is a parts box or if the hardware is attached to individual items. If no hardware or parts box is received, note it on your rider to avoid chargebacks.
- If there is a parts box or hardware noted on the inventory, and the parts box or hardware is missing when the shipment arrives into SIT, notify our claims department as soon as possible. We can trace with the previous agents, and at least prepare the customer that parts and hardware may be missing. Missing hardware or a missing parts box should not be something our office finds out about on delivery day, if you had advance knowledge of this possibility.
- Before delivering out of SIT, make sure the crew knows they must reassemble items taken apart by the crew at origin. They should have the proper tools and an extra box of nuts, screws, bolts, etc. in case some of the original hardware is missing.
- If missing hardware is discovered during the delivery, contact our claims department for advice on how to handle the delivery.
- **Correctly handling the hardware from the beginning of the move to delivery will help ensure we have satisfied the customer and will receive a good score.**

PARTS BOXES

The DOD does not require the use of a parts box, and NFC does not forbid nor require the use of a parts box. Either method – parts box or just attaching hardware to the individual items – is acceptable. It should be either/or however, not a combination of some parts attached to items while other parts are in a parts box.

It will always be the loader (driver if direct pick up, and origin agent if APU'd) that is responsible for disassembly. It is therefore that same party that will either attach the hardware to the items, or use a parts box. Some packers will leave a parts box at residence for the customer, but if a driver wants to use the parts box method, he should also have his own supply of parts boxes, as well as the necessary materials to bag and label the parts. Some packers like to do their own inventory (of the packed items) – but they will not be responsible for including the parts box on their inventory unless they're also loading. The bottom line here is this: Parts boxes, when used, should be the first item on the *furniture* inventory.

The following represents our current official policy, and liability will be determined accordingly should parts or hardware be lost.

When parts boxes are used:

- Parts for individual items must be bagged and labeled separately. The individual bags must be cross-referenced to the associated inventory item to which it belongs (i.e., “nuts, bolts, screws for Inv. #55 – baby crib”).
- Inventory should always say either “CD or DBO”, and list a count of the pieces for the disassembled items.
- Parts box when used should be the first item on the furniture portion of the inventory.
- Strongly suggested but not required – Parts box should also be listed on the High Value/High Risk Inventory. We have the discretion to put anything we like on this inventory, if it helps to protect the HHG. The full HV/HR treatment would be given to them, including the numbered security seals. Remember though, the parts box must still appear on the regular inventory as the first item.
- If a parts box is missing or tampered with, the last handler will be deemed responsible for any cost to replace and reassemble. This can be expensive when we are forced to call in repair firms and third parties to perform this service.
- If loading a trailer that will be hauled by another party, the parts boxes should be located somewhere in the middle of the shipment if possible, not placed into belly boxes or other areas where they may not be found by the destination unloader.

If a parts box is NOT used:

- Loader must attach to the item, as in the days before parts boxes, either using parts bags or just screwing bolts securely back into the items, etc.
- Drivers and agents should have their own tools, sufficient to handle most situations.

- Inventory should always say either “CD or DBO”, and list a count of the pieces for the disassembled items.
- If all hardware, or enough hardware is missing as so it would have been noticeable by the receiving party, it is up to the last handler of the goods to annotate on a rider that all or part of the hardware is missing; otherwise, the last handler will be responsible. This has always been our policy when parts boxes are not used.
- If there is an overflow, the parts box must be on the main load/portion of the shipment. If not, the loader of the main load will be responsible for any associated costs.
- A blanket or pre-printed statement on a rider that all parts and hardware are unknown, and/or that receiving party takes no responsibility for missing parts or hardware will NOT relieve the receiving party of liability. Exceptions must be item specific.

We realize that especially during peak season, that unpacking and reassembly take extra time. That said, they are absolutely required services unless the customer asks us not to do it. There are many instances where the delivering party leaves without offering to reassemble, or they are asked but decline to do it. These situations are extremely detrimental to our scores, and have even earned the name “dump and run” by USTRANSCOM. Also, when a shipment is not unpacked or properly assembled at destination to the member’s satisfaction, the base can and will issue a Letter of Warning.

If you have any questions or concerns feel free to contact our Claims Department at 800-325- 6889 or ncs@ncsclaims.com.

5.11 HIGH VALUE/HIGH RISK POLICY

Since Full Replacement Valuation took effect, a High Value/High Risk Inventory was adopted (officially recognized) by DOD. It protects the TSP and agents in ways that were impossible in the past. For example, high value items are by definition items that are worth more than \$100.00 per pound, and if the customer does not list high value items on a properly completed HV/HR form, the TSP's liability is limited to \$100.00 per pound. Additionally, if the HV/HR items are fully unpacked and the form is completed properly at delivery, the customer can't later claim those items missing. If any agent does not comply with our policy for HV/HR items, the agent will bear the expense of any HV/HR item claimed as missing, when it is otherwise impossible to determine responsibility.

ORIGIN AGENT

- Prepare the HV/HR Inventory on each shipment. Only this specific government HV/HR Inventory is acceptable.
- **Listing High Value items is the joint responsibility between the packing crew and the customer.** High Value items are those worth more than \$100 per lb. The customer should be advised at the time of the pre-move survey that he will be asked to do this. For the most part, this only applies to packed items.
- **Listing High Risk items is the origin agent's responsibility.** High Risk items include, but are not limited to, CDs, DVDs, electronics, or other easily pilfered item. (Don't forget to list make, model and serial # for electronics – especially make and model#)
- In the VERY unlikely event there are no High Value or High Risk Items, the word "none" should be written on the form; otherwise it should be completed in full.
- If items are found on the inventory that should have been on the HV/HR Inventory, the origin agent will be found to be non-compliant with our policy.
- It is desirable for the packers to prepare the inventory of packed items. This way, you can ensure items with previous damage are noted, and the HV/HR items are listed on the HV/HR Inventory AND the regular inventory. You must list all items on the shipment considered high value, extraordinary or unusual in nature.
- **Firearms must be handled in strict accordance with our separate Firearms Handling Policy (see Table of Contents for page number).** Firearms should be listed on the descriptive inventory AND the HV/HR Inventory with Make, Model, Serial Number and Caliber or Gauge.
- After the customer has witnessed that the items are in the cartons and have been packed to their satisfaction (pack these cartons with extra care), place the numbered Security Seals (they come in sets of two and are available through National Forwarding Co.) on the top and bottom of each carton. Have the customer/releasing agent sign both seals, in the place designated for customer signature.

- The inventory number, carton contents and security seal numbers must be listed on both the HV/HR Inventory and the Regular Descriptive Inventory.
- The HV/HR Inventory must be filled out completely and accurately to be considered valid. The packing crew leader and the customer/releasing agent must certify that the High Value Inventory is true and correct. Both must sign and date the form.

DRIVER

- Items on the HV/HR Inventory must also be on the Regular Descriptive Inventory. Always check to make sure all items on the HV/HR Inventory are present before loading.
- Maintain a supply of HV/HR inventories in case the origin agent did not prepare one.
- If picking up from an agent's warehouse and no HV/HR Inventory is present, write on the rider that there is no HV/HR Inventory. For sealed HV/HR cartons, check the top and bottom seals to ensure none have been tampered with.
- For any questions involving shipments coming out of storage (especially NTS), call (800)325-6889 before loading, as we can offer detailed advice on wording for the rider.

HAULER AND/OR DESTINATION AGENT

- If receiving a shipment into storage and there is no HV/HR Inventory, annotate on your rider there was none given to you. If one is provided, while checking in a shipment make certain items on both the regular inventory and HV/HR Inventory are present.
- Check the conditions and document any tampering or damage to seals and/or cartons. If tampering or damage is evident, cartons should be opened and checked.
- **Mandatory – Full unpack of all HV/HR Items is required at delivery - Have the customer sign the bottom of the form, AND initial the rightmost column on the HV/HR Inventory beside each item.** This proper completion indicates unpacking was done and all items in the cartons were received in apparent good condition unless otherwise noted. It is not enough just to have the customer sign the form. If no initials appear in the right-hand column, and we are forced to accept liability, the delivering agent may be held responsible for the loss.
- If there was an item count at origin, it is your responsibility to ensure all items were received.
- Firearms must be handled in strict accordance with our separate Firearms Handling Policy (see Table of Contents for page number). Firearms must be unpacked and signed/initialed off at delivery.

Please contact our Claims Department if you should have any questions or concerns at 800- 325-6889 or ncs@ncsclaims.com.

5.12 FIREARMS HANDLING AND CONTROL

The Department of Defense requires that TSPs take effective steps to prevent the loss and/or theft of firearms. In addition to being high value items, firearms are inherently dangerous, and stolen firearms are frequently used in the commission of crimes. It is the duty of every TSP and agent to take effective measures to prevent their theft or loss. If firearms are missing from a shipment, the Military Surface Deployment and Distribution Command will hold a TSP Review Board to determine whether the TSP should be disqualified from further participation in the DOD Personal Property Program.

ORIGIN AGENT PROCEDURE

- Firearms are **no longer allowed to be transported inside a safe or gun safe**, in accordance with the Tender of Service.
- All firearms must be packed within a carton. The carton should **not** be labeled as containing firearms.
- According to the Tender of Service, each privately owned firearm will be annotated on the inventory by make, model, caliber or gauge, and serial number. This information must be on both the regular inventory and the HV/HR inventory.
- Security seals must be affixed on the seams at the top and bottom of the carton by the packers, and this should be done in front of the customer. Additional seals should be used if necessary, to adequately secure larger cartons such as wardrobe cartons.
- It is the origin agent's responsibility to complete the HV/HR inventory at the time the seals are affixed. The origin agent must ensure that the driver is aware of the firearms prior to loading.
- Revenue Penalty - If the origin agent does not follow the procedures referenced above, the origin agent will forfeit their entire booking commission. Further, if a TSP Review Board is convened against the TSP as a result of a missing firearm and the loss is attributed to the agent's failure to follow the firearms handling policy, the agent will hold the TSP harmless from any and all expenses incurred to defend and/or appear at the TSP Review Board.
- On containerized shipments, the origin agent's responsibilities specified above will still apply. The HV/HR Inventory and Security Seal Procedures pertaining to cartons are still applicable. Firearms should be put in the first crate labeled "No. 1." At the time of delivery, the firearms must be located and their receipt acknowledged by the customer.

IN-TRANSIT PROCEDURE

- Any time the shipment changes hands, the receiving party should check off the HV/HR inventory and carefully scrutinize the seals, acknowledging receipt of the HV/HR items and the fact that security seals are still in place and undisturbed. If there is any question about whether the seals are intact, or if no seals were used, the carton should be

opened, and the presence of the firearms noted. The carton should then be re-sealed with new security seals. The rider should be annotated that the carton was inspected, and new seal numbers annotated on the rider.

- There is a mandatory unpack for firearms at delivery, as part of the HV/HR Program. The customer must initial each item on HV/HR Inventory, including the firearms, and sign that they were received.
- If firearms are noted as missing or if any irregularities are noticed, our Claims Department is to be telephoned **immediately** at 800-325-6889.
- If a firearm cannot be located at the time of delivery, the destination Transportation Office and local police must be called. All delivery personnel, including their personal and company vehicles and all equipment and debris must remain on the scene until police arrive to conduct a thorough investigation and search for the missing firearm(s)

5.13 OVERFLOWS

In order to comply with the Tender of Service and to avoid loss, we have developed the following policy for shipments that have overflows. Please disseminate this policy to all appropriate staff members to ensure every overflow shipment is organized and delivered successfully. We need this information to get to the people actually doing the work.

The main portion MUST include:

- Parts Box, if used (they are optional) – should always be first item on inventory
- All mattresses and box springs
- Bedding
- Dishes, cookware and glassware
- ALL High Value/High Risk items
- Any other items that are essential to everyday living (ask the customer!)

Failure to load essential items can result in costly inconvenience claims and lower Customer Satisfaction Scores (CSS).

- The main load driver must prepare an inventory covering the entire shipment. This includes items that he is leaving behind as an overflow.
- The main load driver must write “OVERFLOW” in the right-hand column next to each item that will be left behind for the overflow portion.
- The next driver, or overflow driver (or agent if making an APU), must make a separate overflow inventory, and it must be cross referenced to the original inventory. Making a separate overflow inventory is a Tender of Service Requirement.
- The overflow inventory should be labeled at the top as “Overflow”
- New tag numbers should NOT be used for the overflow items, as multiple tag #'s are confusing and could result in claims for missing items. The items marked “overflow” on the main inventory must be checked, to ensure that all items are present and accounted for – in the event that the customer chose to hand-carry something, etc.
- Items loaded on the overflow that are not on the main inventory should be included on the overflow inventory as “No #”

On the receiving end:

- For any change of hands (ie. the shipment goes into SIT at destination) the shipment should be checked off against the main inventory.
- When receiving the main portion, any items NOT marked “overflow” should be indicated as short. For the overflow items, it is sufficient to simply write “Items on overflow not received.” It is a given that overflow items will be missing when the main load goes into SIT.
- When receiving the overflow portions into SIT, write up any items on the overflow portion as missing if they do not check off. If there were missing items from the main load, the receiving party should also indicate whether those items arrived with the overflow or not – so the last rider is essentially an update to the first one. If in doubt however, missing items on the main load rider would still be the responsibility of the main load driver. Each driver is responsible for the portion that they take according to the inventory.
- Riders should clearly list date, company names of delivering and receiving companies; both signatures and should also indicate “main load” or “overflow.”

5.14 SHUTTLE BILLING POLICY

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 strictly follow the tariff regulations that require tractor trailer weights, PPSO preapproval, and a signed DD619 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 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 400NG tariff.

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

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

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 is required for all shipments where shuttle service is performed. **This went into effect on all shipments picked up on or after 4/1/19.** See the next page for a blank copy of the shuttle log. A copy is 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 needs to be completed in full by the driver/crew that performs shuttle service and returned to NFC Billing in order for us to bill the 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.

5.15 EXAMPLE SHUTTLE LOG FORM

SHUTTLE LOG FORM

(complete and return to nfcbilling@nationalforwarding.com)

MEMBER NAME: _____
AGENT/DRIVER: _____

GBL#: _____
BL#: _____

ADDRESS (IF NEEDED AT MULTIPLE LOCATIONS NOTE ALL ADDRESSES):

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, 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 ****

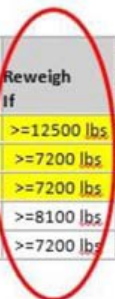
5.16 REWEIGHING SHIPMENT PROCEDURES

- As of 15 May 2020, the regulations regarding reweighs significantly changed. PPSOs and customers can still request reweighs at any time, but requirements for automatic reweighs - based on shipment weight, rank, and dependents – have also been added.
- All shipments over 12,500 lbs. require an automatic reweigh. If a shipment is under 12,500 lbs., it may still be subject to an automatic reweigh based on the table below. A customer's rank and dependent status is located in Block 10 of the GBL. **The automatic reweigh requirements apply to all shipments, including NTS shipments – the NTS weight CANNOT be used as the origin weight.**

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

- Upon notification of a PPSO or customer requested reweigh, NFC will still notify the appropriate agent. If the customer or PPSO is requesting a witnessed reweigh, the agent must provide the date, time, and location of the reweigh to coordinate with the customer.
- When a shipment is **delivering direct** to residence or a private storage facility, the driver must get a new heavy weight ticket prior to offloading the shipment.
- On a direct delivery, the driver should remove any debris from the delivery truck prior to obtaining the light weight. The packing materials were included in the heavy weight of

- the shipment and should not be included in the light weight.
- If the shipment is **delivering to SIT**, it must be reweighed **before** being placed into SIT. We will not request SIT until we receive the heavy weight.
 - Within 24 hours, the driver needs to contact us with the light weight, and follow up with forwarding the reweigh tickets to our office within three (3) days for submission to the base.
 - In the instance of a PPSO or customer requested reweigh being made after the shipment has been placed into SIT, the destination agent is required to perform the reweigh.
 - If NFC gives proper notification, a reweigh must be performed regardless if the official reweigh approval has been received by the agent – automatic reweighs do not require any official base approval.
 - NFC sends Hauler Activity Reports to agents currently hauling, and scheduled to haul, one or more of our shipments. An example of that report is shown below. We have included a “reweigh if” column that provides information regarding if a shipment will qualify for an automatic reweigh. Once weights are provided to our office, an automated email reminder will be sent out if that shipment meets automatic reweigh criteria. The activity report and reminder email are both considered proper notification to reweigh.



VIP	Reweight	Reweight 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	LOMPOC 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	

- **In the event that the reweigh is not performed, the offending agent will be charged back the \$400 government-imposed non-performance fee.** If NFC receives a Suspension for failure to reweigh, the offending agent will accept revenue distribution at a reconstructed weight. If NFC does not receive payment from the government due to failure to reweigh, the offending agent will forfeit all revenue on the shipment.
- Reweigh weights and tickets should be emailed to reweigh@nationalforwarding.com.

5.17 UNPACKING, ASSEMBLY & DEBRIS REMOVAL

UNPACKING & ASSEMBLY

- All shipments are entitled to a full unpack at destination with a one-time placement of items in the room designated by the customer. The unpacking includes the placement only of articles in cabinets, cupboards, shelving, or on available level surface. This does not include arranging the articles in a manner desired by the customer.
- All items disassembled at origin or releasing from NTS must be reassembled (exception: brand new unopened furniture items). Make sure the driver or crew have common tools necessary to complete this requirement.
- The unpacking must be performed to the customer's satisfaction at the time of delivery. If the customer does not want their shipment unpacked, they must waive the unpacking in writing on the Loss and Damage Form.

DEBRIS REMOVAL

- Military customers are entitled to a full unpack and removal of all debris at time of delivery. Please ensure if you unpack, you remove all debris.
- Per NFC Policy, "Unpacking will not be paid if the customer advises that unpacking was not completed to their satisfaction and/or if debris was not removed in accordance with the DP3 business rules". Any charges incurred by NFC for debris pickup may be deducted from an agent's unpacking compensation.
- While the 400NG does have a debris removal item code, 105D, this item code is only approved in rare circumstances (blue bark, wounded warrior, etc.). If a base approval is provided the debris pickup must be performed within short proximity to the delivery date.
- Do not tell the customer someone will come to pick up the boxes or give them the phone number of the local agent.

Be sure the driver and/or delivery crew know their responsibilities, and any customer requests, prior to arriving at the customers residence. The delivery service should be completed in a friendly and professional manner, making the customer feel like the services were not an inconvenience – this will lead to higher CSS scores.

5.18 UNCRATING VS. UNPACKING

The delivering agent is responsible to uncrate all crated items at the time of delivery, regardless if third-party is used for crating at origin. This applies to NTS shipments as well, and all crates are to be left with the customer to be used for future moves. Billable item code for uncrating is 105E, and is paid per the tariff rate. Shipments in which the customer 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 a signed DD619. Description and men/hours provided on the uncrating 120A labor preapproval that is sent by our office can be used to fill in the DD619.

Uncrating and unpacking are two separate services and it is stated in both the 400NG Tariff and Defense Transportation Regulation (DTR) that the customer is entitled to these services, unless specifically waived. While a customer may waive the unpacking service, that does not constitute waiving uncrating. Should a customer decide they do not want an agent to perform uncrating, it needs to be documented on the DD619 or the Loss/Damage at Delivery Form and signed by the customer. By doing this it releases the delivering agent's responsibility to perform the uncrating service. Uncrating would then be the responsibility of the customer. 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 third-party service company to perform the uncrating.

If you have any questions or concerns please feel free to contact our Preapprovals Department at 800-722-9144 or preapprovals@nationalforwarding.com.