



Operations Bulletin September 20, 2019

Proudly Serving Military Families

TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates
FROM: Eileen Sherman, Executive Vice President, Operations
SUBJECT: Confirming Delivery Out of Storage

As a reminder, it is a requirement in the Tender of Service to contact the customer one government business day prior to their delivery out of storage or long delivery out to confirm services - [5 September 2019 TOS C.1.a.](#)

It is good practice *not to load the truck until you have confirmed with the customer* that they are ready to accept delivery that following business day. A simple call alleviates issues with wasting time, money and energy on loading a shipment that may not deliver the next day.

Confirming the ETA of the crew the morning of the delivery also sets the tone for a good delivery. The customer is aware you are coming and can prepare for a stress free environment.

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