

Military Procedures Manual

Part of the



Training Program for Military Agents

Of

National Forwarding Co., Inc. & Affiliates

National Van Lines, Inc.

And

Transportation Service Agreement Participants



"Proudly Serving Military Families"

National Forwarding Co., Inc. is the entity through which the National Van Lines organization participates in the DOD Personal Property Program. This policy manual is issued for the account of all affiliated concerns owned by National Holding Company and companies with which National maintains a Transportation Service Agreement. Together, these entities are referred to as “National.”

The Department of Defense is the largest shipper of personal property in the world. Its Defense Personal Property Program, commonly referred to as DP3, is managed by the Military Surface Deployment and Distribution Command, a component of US Transportation Command. We believe that we have a special responsibility to provide the highest quality moving services to our military customers and their families.

This manual contains government requirements and additional procedures employed by National. It’s designed to ensure we are taking adequate measures to exceed customer service expectations and prevent problems. This is both a reference manual and a training manual for new employees or employees taking on new responsibilities. We attempt to use plain language wherever possible to make it more user-friendly. We have replaced the commonly used “member” or “member/employee” with the more correct word – CUSTOMER. We will make updates as the industry evolves and we adopt new practices and procedures. Updates are provided through email or fax and are posted to our website at www.nationalforwarding.com.

As our agent, you have agreed to represent us when handling these shipments. We expect you to exceed the minimum requirements set forth in the Defense Transportation Regulation (DTR) and the 400-NG Tariff, both of which are linked at www.nationalforwarding.com/links.

It isn’t enough to just react to situations that have already happened. Our attention must focus on taking proactive steps to prevent problems. This prevention-based philosophy is reflected in this manual. The procedures outlined here help prevent problems, or keep them from becoming service failures and disasters. Our quality-assurance program is named PREVENT to reflect this philosophy. Key aspects of the program are:

Prepare for the unexpected. No matter how much you prepare and train, things are going to go wrong from time to time – don’t let that ruin the move. Preparing for the worst and expecting the best will keep you and your crews from falling apart during the critical moments that can lead to an unsatisfied customer.

Respond with a sense of urgency, but remain calm and professional in any situation that arises. Situations happen from time to time and it’s important to immediately let the customer know we’re serious about correcting any mistakes.

Engage the customer so you can meet their needs and expectations. Understanding what’s important to the customer is critical to getting high customer satisfaction scores.

Visit job sites to inspect work. It’s important your crews know they’re expected to do a good job, and a visit from a supervisor shows the customer you care about the details.

Employ only qualified, trained, customer-friendly personnel.

Notify our office immediately of any problems. We want to solve the problem here – we don’t want the customer to ever have to contact the Transportation Office for assistance.

Train all of your personnel all of the time. Training should never stop. During slow periods, challenge employees to cross-train and take on new responsibilities. Keep a record of your training. Then when you’re busy, you have more resources to draw upon to get the job done.



GLOSSARY OF COMMON TERMS AND ACRONYMS

1850/1851 Loss & Damage At & After Delivery – DOD Notification of Loss or Damage at and after delivery (Milbin Printing Number).

Agency Agreement – Contract between the carrier and agent to perform services.

AMSA – American Moving and Storage Association, an industry trade association.

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

B/L – National's Bill of Lading.

Bluebark – Term denoting 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 Score.

Carrier – National Van Lines, National Forwarding, subsidiaries and affiliates.

CCR – Central Contractor Registration

CD – Carrier Disassembled

Comptroller General – Former legal division within the GAO.

Consolidated Shipments – Multiple shipments offered under the same contract.

CONUS – Continental United States

COS – Code of Service

CP – Carrier Packed

CPPSO – Consolidated Personal Property Shipping Office

CS – Claims Score

CSS – Customer Satisfaction Survey

CW – Crated at Warehouse

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 – Statement of accessorial services at origin.

DD 619-1 – Statement of accessorial services at destination.

Demand on Carrier – Claim subrogated by government against carrier.

DITY – Do-It-Yourself move

DOD – Department of Defense

DOHA – Department of Hearings and Appeals

DP3 – Defense Personnel Property Program

DPM – Direct Procurement Move

DPS – Defense Personnel Property System

DTOD – Defense Table of Distance

DTR – Defense Transportation Regulations

EFT – Electronic Funds Transfer

Employee – Civilian military employee.

ETA – Electronic Transportation Acquisition

ETOSSS – Electronic Tender of Service Signature Sheet

Exception Symbols – Used to establish condition of an item on the inventory.

FRV – Full Replacement Value

GAO – General Accounting Office

National Forwarding Policies and Procedures Manual

Revised Date: September 17, 2014



GLOSSARY OF COMMON TERMS AND ACRONYMS

GBL – Government Bill of Lading. No longer “officially” used, but still used as common terminology.

HHG – Household Goods

HV/HR – High Value/High Risk

IAM – International Association of Movers, an industry trade association.

IAW – In Accordance With

ICSS – Interim Customer Satisfaction Survey

In transit Visibility – Ability to identify location of a shipment within a short timeframe.

JFTR – Joint Federal Travel Regulation

JPMO HHGS – Joint Program Managers Office for Household Goods Systems

JPPSO – Joint Personal Property Shipping Office

Location Symbols – Numbered items used to identify location of damage on inventory.

LOS – Letter of Suspension

LOW – Letter of Warning on a DD 1814.

Member – Military member.

MOU – Memorandum of Understanding

Move.mil – DOD, public accessible website.

M-Pro & S-Pro – Member Pro Gear & spouse Pro Gear entered on inventory prior to PBP&E.

MPS – Minimum Performance Score

NTS – Non Temporary Storage

OCONUS – Outside Continental United States

OTO – One Time Only

PBO – Packed By Owner – not allowed on DOD shipments.

PBP&E – Professional Books, Property and Equipment

PCS – Permanent Change of Station

PED – Pre-Existing Damage

POV – Privately owned vehicle

PPM – Personally Procured Move

PPPO – Personnel Property Processing Office

PPSO – Personal Property Shipping Office

Professional Gear – Same as PBP&E.

PS – Perform and Score

PWR – Powertrack – now known as Syncada.

QA – Quality Assurance

QC – Quality Control

RS – Rate Score

Reg# - Registration number issued by National as a secondary reference number.

RSMO – Regional Storage Management Office

SCAC – Standard Carrier Alphabetical Code

SDDC – Surface Distribution and Deployment Command

Shipper – Military member or employee being moved.

SIT – Storage in Transit

SIT # - Authorization number for SIT issued by TO.

National Forwarding Policies and Procedures Manual

Revised Date: September 17, 2014



GLOSSARY OF COMMON TERMS AND ACRONYMS

TDL – Traffic Distribution List

TDR – Tonnage Distribution Roster

TDY – Temporary Duty

Third-Party Service – Contractor used to prepare item for safe shipment and reassembly at destination.

TO – Transportation Office

TOPS – Transportation Operational Personal Property Standard System

TOS – Tender of Service

TSP – Transportation Service Provider, used interchangeably with “carrier.”

UB – Unaccompanied Baggage



TABLE OF CONTENTS

Origin Agent Responsibilities

- 1.1 General Requirements
- 1.2 Shipment Offer and Acceptance
- 1.3 Employment Screening
- 1.4 Pre Move Survey
- 1.5 Firearms Handling
- 1.6 Leaving the Warehouse for Residence
- 1.7 Day of Packing
- 1.8 M-Pro Gear & S-Pro Gear Weight Estimates
- 1.9 International or Containerized Shipments
- 1.10 High Value High Risk Inventory
- 1.11 Document Distribution
- 1.12 Origin Checklist
- 1.13 Customer Checklist

Hauling Agent Responsibilities

- 2.1 General Requirements
- 2.2 Personnel & Equipment
- 2.3 Prior to Arrival at Residence
- 2.4 Weighing Procedures
- 2.5 Arrival At Residence
- 2.6 Inventory Preparation
- 2.7 M-Pro Gear & S-Pro Gear Weight Estimates
- 2.8 High Value High Risk Inventory
- 2.9 Loading
- 2.10 Document Distribution
- 2.11 Arrival At Destination
- 2.12 Driver Checklist

Destination Agent Responsibilities

- 3.1 General Requirements
- 3.2 Personnel & Equipment
- 3.3 Inbound Shipments
- 3.4 Delivery out of SIT
- 3.5 International and Containerized
- 3.6 Document Distribution

Operations

- 4.1 Shipment Registration
- 4.2 Shipment Transit Times
- 4.3 APU Rules
- 4.4 Weighing Shipments
- 4.5 In Transit Visibility
- 4.6 Appliance Servicing

Specialized Services & Requirements

- 5.1 Major Incidents
- 5.2 Firearms

- 5.3 Prohibited Items

Quality Assurance

- 6.1 Customer Satisfaction Survey
- 6.2 Requirements & Standards
- 6.3 TSP Assessment

Claims

- 7.1 General Guidelines
- 7.2 Mold and Mildew
- 7.3 Inconvenience Claim
- 7.4 Residence Property Damage
- 7.5 Loss or Damage
- 7.6 Inspections
- 7.7 Liability & Chargebacks
- 7.8 Salvage

Forms

- 8.1 Customer Checklist for a Smooth Move
- 8.2 National Bill of Lading
- 8.3 Pre-move Certification
- 8.4 GBL
- 8.5 GBL Correction Notice
- 8.6 DD Form 619
- 8.7 DD Form 619-1
- 8.8 Inventory
- 8.9 HV HR Inventory
- 8.10 HV HR Security Seals
- 8.11 Loss or Damage At Delivery
- 8.12 Loss or Damage After Delivery
- 8.13 Example Weight Ticket
- 8.14 Best Practices Procedure Review

Other

- 9.1 Military Installations Map



ORIGIN AGENT RESPONSIBILITIES

1.1 GENERAL REQUIREMENTS

We intend to utilize full-service agents who provide high-quality service. The origin agents we select will, at a minimum, be required and able to:

- Complete the Pre-Move Survey and update National with results.
- Provide complete pack services.
- Service appliances, including frontload washers.
- Organize third-party services when required.
- Build crates for fragile or high-risk items.
- Provide assistance to, and arrange help for, the driver.
- Identify, inventory, and use security seals on High Value/High Risk items.
- Pick up and hold shipments when directed by the TSP.
- Containerize shipments frustrated at origin.
- Abide by the Tender of Service and all requirements in the Defense Transportation Regulation.
- Promptly provide shipment weights to our office after shipment pick-up, no later than 3 days.
- Supply origin papers to our office.



ORIGIN AGENT RESPONSIBILITIES

1.2 SHIPMENT OFFER AND ACCEPTANCE

The military member or civilian, hereinafter referred to as the customer, can perform “self-counseling” of movement entitlements and requirements in the DPS computer system. The DPS system awards the shipment to a TSP based on the TSP’s Customer Satisfaction score, the TSP’s price, and the customer’s needs. The shipment is awarded to the TSP electronically by the DPS system.

We contact origin agents via phone or email to determine if they are able to provide the necessary services on the shipment. Our primary criteria for awarding shipments to origin agents are:

- Customer Satisfaction Survey Scores.
- Claims history.
- Hauling capability, especially on short-haul shipments.

When an agent agrees to perform origin services, we provide the following information:

- A copy of the DPS shipment offer form that provides customer contact information and general shipment information.
- The NFC bill of lading, with the named destination agent and line-haul billing rate.
- The Pre-Move Survey Certification Form for completion at the time of the Pre-Move Survey.



ORIGIN AGENT RESPONSIBILITIES

1.3 EMPLOYMENT SCREENING

The DOD and National are concerned with the quality of personnel providing service in our customers' homes. To ensure only honest and trustworthy personnel have access to the home, National requires all employees have a background check. Failure to have adequate screening procedures may result in severe disciplinary action by the military against a carrier and/or an agent. Therefore, the following guidance is provided for screening of qualified personnel:

- Company representatives must present a clean, professional appearance with the name of the company they represent on their attire.
- Do not use prison labor. It is expressly forbidden by SDDC.
- If any personnel appear to be under the influence of alcohol or drugs, are in possession of firearms or drugs, or use abusive language during the handling of a shipment, you are required to replace them immediately with qualified personnel.
- Obtain enough information to make a reasonable investigation of a prospective employee. It's important to advise the applicant you will be performing a background check. The applicant must provide a driver's license or state-issued identification card and a Social Security card for identification purposes, in accordance with the Immigration Reform and Control Act requirements (available for review at www.dol.gov).
- Perform a background check. We have negotiated a reduced price with www.ecriminalrecords.com to provide nearly instantaneous background reports on prospective employees.
- AMSA members can get a discount on background checks through HireRight at www.hireright.com. The AMSA member's website is www.promover.org.
- It is very important you verify prior employment by contacting the previous employers listed on the application form.



ORIGIN AGENT RESPONSIBILITIES

1.4 PRE-MOVE SURVEY

The Pre-Move Survey is the most basic and important requirement of the origin agent.

- A Pre-Move Survey must be performed on all shipments.
- You must provide the customer your contact information within three (3) business days of shipment award.
- **WE RECOMMEND IN-RESIDENCE SURVEYS ON ALL SHIPMENTS.**
- Standard Shipments (awarded five (5) or more business days from pick up):
 - In-residence surveys are required on shipments within 50 miles on domestic shipments initially estimated at 4,700 lbs. or more and on international shipments initially estimated at 3,200 lbs. or more.
 - Telephone surveys are allowed on shipments that are:
 - More than 50 miles from the servicing facility.
 - Domestic shipments less than 4,700 lbs.
 - International shipment less than 3,200 lbs.
 - The Pre-Move Survey must be completed, and DPS updated ASAP, but not later than three (3) business days prior to the pick-up date.
- Short-fuse Shipments (awarded less than five (5) business days from pick up):
 - Telephone surveys are allowed.
 - The Pre-Move Survey must be completed, and DPS updated ASAP, but not later than one (1) business day prior to the pick-up date.
- Use the Pre-Move Survey Certification Form sent with our B/L. A sample is contained in the Forms section of this manual. It is critical to complete and send this form to our Operations Department ASAP, but not later than three (3) business days prior to the first pack date. If a phone survey is used, please note “phone survey” in the section where the customer is required to sign. A cube sheet must also accompany the pre-move survey.
- Review and confirm packing and pick-up dates with customer.



ORIGIN AGENT RESPONSIBILITIES

1.4 PRE-MOVE SURVEY

- Confirm customer's availability date at destination and delivery address, if available. Refer all questions for ETA or delivery to National.
- Find out if the customer plans to ship firearms. If so, find out how many and what kinds. Compliance with this manual's Handling Firearms, Section 1.5, is mandatory.
- Identify the number and types of cartons needed to complete packing.
- Explain the HV/HR Inventory and have the customer begin identifying high-value and high-risk items.
- Have customer identify Pro-Gear
- Find out what appliances need servicing. Arrange for availability of shipping bolts for frontload washers.
- Identify items requiring pre-approval for third-party services, like German type schranks or pool tables. This must be done in enough time for us to enter the pre-approval request in DPS and for the PPSO/PPPO to approve it (it's critical we get these in ASAP or the base will deny because it's late). The OA is responsible to arrange 3rd party services at origin once the approval is received.
 - FRONT LOAD WASHERS- If the shipper does not have the bolts/locking kit to front load washer, it is the OA's responsibility to get the kit and install, as the government does not authorize 3rd party service for this item. NFC will reimburse you the cost of the bolts/kit only (no reimbursement for the actual servicing); up to \$50 and with a paid receipt (refer to NFC front load washer policy).
 - CRATING- While the government does not authorize 3rd party crating/uncrating, the agent can use a 3rd party if they do not perform in-house crating. However the agent must be advised that if they decide to use a 3rd party they will only be paid per the tariff rates. Any additional cost of the 3rd party would be covered by agent. Crates should not be built without receipt of approval from our office.
 - SHUTTLES- All shuttle requests must have a reason as to **why** the T/T cannot access location ("not accessible" is not a suitable reason-details must be provided). Shuttles on APU shipments and/or shuttles for shipments going into SIT at Origin are only approved in special circumstances. This is per tariff. If the weight of the shipment is low then an appropriately sized vehicle should be used-however if the weight is high then a shuttle request may be entered (no guarantee of approval).



ORIGIN AGENT RESPONSIBILITIES

1.4 PRE-MOVE SURVEY

- Remind the customer to get all items out of attic prior to packing/loading.
- Provide the customer a list of prohibited items, i.e. combustibles or propane tanks. See a more complete list of prohibited items in Section 5.3 of this manual.
- Provide the customer a checklist of things that are their responsibility, i.e. draining gas/oil from lawn mowers and motorcycles, defrosting freezers, disassembly of swing sets, etc. Please see the “Customer Checklist for a Smooth Move” in Section 8.1 of this manual for a more complete list.
- Give the customer our toll-free 24-hour customer service number, (888) 993-6683.
- Failure to complete a Pre-Move Survey will result in a reduction in the Origin Service Commission.



ORIGIN AGENT RESPONSIBILITIES

1.5 HANDLING FIREARMS

The Department of Defense requires carriers 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 carrier and agent to take effective steps 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 carrier should be disqualified from further participation in the DOD Personal Property Program.

ORIGIN AGENT PROCEDURE

- A.) With specific PPSO approval, firearms may be transported in a locked gun safe, provided that only the customer has a key and the locking of the gun safe at origin and the unlocking of the gun safe at destination is witnessed. Rifles or other firearms in gun cases, locked or otherwise, must be packed in a carton as outlined below.
- B.) With the exception of "A" above, all firearms must be packed within a carton. The carton should not be labeled as containing firearms.
- C.) The carton must be listed on the inventory of the shipment, identifying the firearm and listing its make, model and serial number. **Note:** That means all of this information should be on both the regular inventory and the High Value/High Risk Inventory.
- D.) All firearms must also be listed on the High Value/High Risk Inventory. Security seals must be affixed on the seams at the top and bottom of the carton. The customer must witness the packing of the firearms and sign the seals. Additional seals should be used if necessary to adequately secure larger cartons such as wardrobe cartons.
- E.) It is the origin agent's responsibility to complete the High Value/High Risk Inventory at the time the seals are affixed. The origin agent must ensure the driver is aware of the firearms prior to loading.
- F.) Revenue Penalty - If the origin agent does not follow the procedures referenced above, and if firearms are lost and/or stolen, the origin agent will forfeit the entire booking commission. Further, if a Carrier Review Board is convened against the carrier, the origin agent will hold the carrier harmless from any and all expenses incurred to defend and/or appear at the Carrier Review Board.

IN-TRANSIT PROCEDURE

- A.) Any time the shipment changes hands, the receiving party should check off the High Value Inventory and carefully scrutinize the seals, acknowledging receipt of the high-value items and the fact security seals are still in place and undisturbed. If there is any question about whether the seals are intact, 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 seals numbers annotated on the rider.



ORIGIN AGENT RESPONSIBILITIES

1.5 HANDLING FIREARMS

B.) There is a mandatory unpack for firearms at delivery, as part of the High Value/High Risk Program. The customer must initial each item on the High Value/High Risk Inventory, including the firearms, and sign that they have received all items.

C.) If firearms are noted as missing or if any irregularities are noted, our Claims and Customer Service Department is to be telephoned immediately at (800)325-6889.



ORIGIN AGENT RESPONSIBILITIES

1.6 LEAVING THE WAREHOUSE – ARRIVING AT RESIDENCE

PRIOR TO LEAVING THE ORIGIN WAREHOUSE

- All personnel representing National must be in uniform and have proper ID. A uniform may consist of your own local warehouse shirts. All clothing should be clean and in good condition.
- Ensure the crew has all the necessary packing materials, mattress cartons, parts bags, crates, markers, etc., prior to leaving your facility.
- Inspect the pack van for damages prior to it leaving your facility.
- Ensure the van is equipped with appropriate tools for disassembly of items and for servicing appliances. Equip the van with rug runners and padding to protect the residence.
- Ensure personnel are aware of any special instructions or packing requirements, such as crates or specific items the customer is particularly concerned with.
- Ensure personnel have all the appropriate paperwork – Carrier B/L; GBL, inventory forms, DD Form 619, inventory tags, High Value/High Risk Inventory forms and security seals.
- Review the directions to the customer’s residence and allow sufficient arrival time.

ARRIVAL AT THE CUSTOMER’S RESIDENCE

- The crew leader is responsible for the crew. This includes their packing and all of their actions.
- The crew leader needs to introduce him/herself and the entire crew to the customer.
- The crew leader should ensure that customer has any jewelry, cash, firearms, or valuables locked up in a safe or trunk of his car.
- The crew leader should accompany the customer through the residence to discuss the packing process and to address any special concerns the customer may have. At this time, discuss procedures and special instructions. Also, assist the customer in identifying High Value/High Risk items, Pro-Gear, and determine whether original cartons are available for electronics.
- If phone Pre-Move Survey was completed, the crew leaders need to determine whether or not a tractor/trailer can make it in to load, or if a shuttle will be needed.
- Identify items we are NOT supposed to pack. (See above for items that should be placed in members trunk.) Tag them as such and relocate them to an area of the home set up as “off-limits.”



ORIGIN AGENT RESPONSIBILITIES

1.6 LEAVING THE WAREHOUSE – ARRIVING AT RESIDENCE

- Never smoke or permit smoking at, or in, the residence or anywhere near the vehicle. This is a primary cause of preventable van fires.
- Never use profane language.
- Protect the residence by laying down rug runners and padding to protect the residence. This includes padding the door frames.
- Determine a location for staging the packing materials to begin work.
- Ask the customer if there are any other concerns or questions and have them contact our office, if necessary.



ORIGIN AGENT RESPONSIBILITIES

1.7 DAY OF PACKING

We recommend the use of a packing checklist like the one provided in Section 1.12 of this manual.

PACKING

- The carrier packs all items on a military move. If the customer has packed their own cartons, it is your responsibility to open, inspect, and repack as necessary to ensure safe transport. Label all cartons as CP.
- Use material that is new or in sound condition. If material isn't new, it needs to be clean and free from any markings pertaining to any previous shipment.
- Use only new, **never** used material, for packing mattresses, box springs, linens, bedding, and clothing. The rule of thumb is: "If it touches the skin" you must use new packing material to pack it. Mattress bags were approved for use, but there is still a question as to whether they are acceptable on shipments that go into storage. Using mattress cartons will ensure compliance.
- Pack linens, books, bedding, lampshades, draperies, and similar items in solid or corrugated fiberboard.
- Use good-quality filler material, either new or clean, shredded paper pads, cellused (bubble pack) cushioning material, fiberboard, corrugated fiberboard, unicellular polypropylene foam, unprinted newsprint, or kraft paper.
- Don't use egg crates, fruit or vegetable crates, or similar containers.
- Don't pack items from different rooms, such as garage items with kitchen items.
- Pack all firearms in a carton, or in some cases in a locked gun safe. A gun safe requires approval by the PPSO. The member must have a key and witness the locking at origin and unlocking at destination.
 - Pack the firearms and list them on the High Value/High Risk Inventory and the regular inventory. Identify each firearm with the make, the model, and the serial number. Put security seals on the top and bottom seams of the carton and have the customer initial the seal.
 - Never label the outside of the carton as containing firearms.
 - The origin agent needs to make the driver aware to include the cartons containing the firearms on the regular descriptive inventory, too. This includes noting the make, model and serial number of each firearm.



ORIGIN AGENT RESPONSIBILITIES

1.7 DAY OF PACKING

- In the event that a larger carton, such as a wardrobe is used, then use additional security seals as necessary to fully secure the carton.
- Pro-Gear – Ask the member to identify all items that are pro-gear. Pack these items separately and identify on the carton as “pro-gear.” List the items on the packing inventory as M-Pro for “member’s pro-gear” or S-Pro for “spouse’s pro-gear.” See page 1.8 for pro-gear entitlements.
- Pack all books with similar sizes together in rows. Insert pads of solid or corrugated fiberboard between rows and pack tightly to prevent chafing. Do not pack more than two (2) rows high.
- Use dish packs or other suitable containers for chinaware, glassware, crockery, lamps, clocks, jardinières, statuary, vases, bric-a-brac. Do not use excelsior or shredded paper.
- Wrap electrical equipment, such as fans, heaters, portable stoves, sunlamps, home computers, microwave ovens, and like items in paper, paper pads, or unicellular polypropylene foam, and then pack within a carton with sufficient padding and insulation to prevent contact with other items and to eliminate movement within the container.
- Wrap, pack and pad kitchenware to prevent rubbing and movement when packed in a carton.
- Linens, clothing, draperies, and like items may be left in drawers, chests, dressers or trunks, unless the safety of the furniture or the items being packed in them are in question. If safe for movement within furniture items, pad the items to prevent chafing or movement.
- Pack all draperies and items in closets on hangers in wardrobe cartons (Code 2/Containerized shipments require using flat wardrobes).
- Wrap and pack in crates or fiberboard cartons items like mirrors, pictures, paintings, glass or stone tabletops, and other fragile articles. Use dividers whenever more than one item is in a crate or carton. Never pack more than four (4) articles together. Pack all marble or stone tabletops separately. Pack small pictures, paintings, mirrors, and other articles of this type in cartons.
- Wrap lampshades, ornaments, and toys, place them in cartons and insulate them from the carton walls and other items. Individually wrap lampshades in tissue paper, and again with new paper or new unicellular polypropylene foam, and place in cartons to prevent shifting or damage (only one lampshade per carton).
- Pack mattresses and box springs in new mattress cartons only.
- Roll, never fold, rugs and rug pads, other than small throw rugs without backing.



ORIGIN AGENT RESPONSIBILITIES

1.7 DAY OF PACKING

- If there are plastic totes, inspect the contents and determine whether items are safe for shipping or require repacking. We recommend repacking all items in plastic totes. However, if you choose to leave the items in the tote, don't place tape or stickers directly on the tote. Shrink wrap or wrap in paper and then tape, if necessary. Additionally, identify the item with contents and other information necessary for all packed items. **Do not put tape directly on the tote since that can damage the tote.**
- Wrap each item of silverware, silver ornamentation, or brass in tarnish-free tissue paper or unicellular polypropylene foam. Stack and nestle each individually wrapped item, or nest and cushion in silverware chests. Pack these items in the top half of a carton.
- Pack and inventory expensive and valuable items in the presence of the customer in accordance with our High Value/High Risk Inventory and Security Seal programs.
- Stay organized – only bring in enough packing material for the job at hand.
- The crew leader is responsible for the packing provided by the crew. Assign personnel according to their skill level, with special attention given to dish packs, High Value/High Risk items, etc.
- If an item has pre-existing damage, bring it to the customer's attention and document the damage on a packing exception sheet/inventory. Have the customer sign the form.
- Upon completion of packing, the crew leader is responsible for checking each room, closets, outside storage sheds, garages, and any other outside structures to ensure packing is complete.
- The crew leader is responsible for labeling all cartons appropriately with the customer name, B/L number, room, and a thorough description of the contents.
- The origin agent may or may not do an inventory for packed items. If an inventory isn't completed, identify the complete content description on the outside of each carton. However, never identify firearms on the outside of the carton.
- Identify all electronics with make, model, and serial number on the outside of the carton and on any inventory. Place this information on both the Descriptive Inventory and the High Value/High Risk Inventory form. Ensure the Security Seals are properly affixed to each carton.
- Remove all debris prior to leaving the residence. Ensure the customer is satisfied with the clean-up.
- Ensure completion of all third-party services.



ORIGIN AGENT RESPONSIBILITIES

1.8 M-PRO GEAR & S-PRO GEAR WEIGHT ESTIMATES

Professional Books, Papers & Equipment (commonly known as PBP&E/Pro-Gear)

All pro-gear must be identified and separated from the household goods by the customer or spouse. The items must be placed in separate boxes or cartons, marked, weighed and inventoried properly. The pro-gear must be further identified as M-PRO for the member and 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 quickly. The pro-gear weight must be entered into DPS separately from the entire weight of the shipment.

Here is a sample of how the pro-gear could look on the inventory:

1.5 carton - reference material – M-PRO – 12 lbs (bathroom scale)

4.5 carton - flying suits – S-PRO – 31.5 lbs C (constructive weight)

For the Member:

a. PBP&E/Pro-Gear is defined as: HHG in a member's possession needed for the performance of official duties at the next or a later destination. If you have PBP&E/Pro-Gear to declare, you must do so at the time of counseling (at your TO or during Self-Counseling in DPS). Your estimated weight is printed on your DD Form 1299 or the word "None" is present if you do not declare a weight for PBP&E/Pro-Gear. You must also separate professional items from the rest of your property so they may be packed, marked, and weigh separately.

b. When properly listed on the inventory and weighed, the weight of PBP&E/Pro-Gear does not count against the total weight of your shipment(s). Before signing your inventory prepared by the TSP(s), be sure these items are listed as "Pro-Gear" and a detailed description of what type of Pro-Gear such as reference books, reference material, field clothing, etc. The proper designation of these items and the exclusion of the weight can be very important.

c. The following items are considered PBP&E/Pro-Gear:

(1) Reference material.

(2) Instruments, tools, and equipment peculiar to technicians, mechanics, and members of the professions.



ORIGIN AGENT RESPONSIBILITIES

1.8 M-PRO GEAR & S-PRO GEAR WEIGHT ESTIMATES

(3) Specialized clothing such as diving suits, flying suits, astronaut suits, and helmets, band uniforms, chaplain's vestments, and other specialized apparel not normal or usual uniform or clothing.

(4) Communications equipment used by a member in association with the Military Affiliated Radio System.

(5) Individually owned or specially issued field clothing and equipment.

(6) Government-or uniformed service-owned accountable Organizational Clothing and Individual Clothing property issued to the employee or member by the Service/DOD COMPONENT for official use.

NOTE: Excluded from PBP&E/Pro-Gear are:

(a) Commercial products for sale/resale used in conducting business,

(b) Sports equipment,

(c) Office furniture,

(d) Household furniture,

(e) Shop fixtures,

(f) Furniture of any kind even though used in Connection with (ICW) with PBP&E (e.g., bookcases, study/computer desks, file cabinets, and racks),

(g) Personal computer equipment and peripheral devices,

(h) Memorabilia including awards, plaques, or other objects, presented for past performance, (includes any type of going away gifts, office decorations, pictures, etc.)

(i) Table service including flatware (including serving pieces), dishes (including serving pieces, salvers and their heating units), other utensils, and glassware.

(j) Other items of professional nature that are not necessary at the next/subsequent PDS, such as text books from previous schools unrelated to future duties, personal books, even if used as part of a past professional reading program or course of instruction and reference material that ordinarily would be available at the next/subsequent PDS either in hard copy or available on the Internet.



ORIGIN AGENT RESPONSIBILITIES

1.8 M-PRO GEAR & S-PRO GEAR WEIGHT ESTIMATES

d. Reminder: The estimated weight of PBP&E/Pro-Gear must be provided during counseling and annotated on DD Form 1299.

Member's Dependent Spouse:

a. Member's Dependent Spouse PBP&E/Pro-Gear. The Service concerned may authorize an additional weight NTE 500 pounds for PBP&E/Pro-Gear that belongs to the member's spouse when on a PCS. PBP&E/Pro-Gear for a member's spouse must meet the definition of spouse PBP&E/Pro-Gear in the JTF, Appendix A, and is necessary for employment or community support activities at the next duty station or later destination. The shipment of PBP&E/Pro-Gear for a member's spouse is in the same manner and under the same conditions as other HHG. PBP&E/Pro-Gear will be identified as belonging to the spouse, packed, weighed, and inventoried, separately, to include listing the actual weight of PBP&E/Pro-Gear.

b. The following items are considered PBP&E/Pro-Gear

(1) Reference material,

(2) Instruments, tools, and equipment peculiar to technicians, mechanics, and members of the professions.

(3) Specialized clothing such as diving suits, flying suits and helmets, band uniforms, nurse uniforms, chaplains' vestments, and other specialized apparel not normal or usual uniform or clothing.



ORIGIN AGENT RESPONSIBILITIES

1.9 INTERNATIONAL OR CONTAINERIZED SHIPMENTS

- Preparation is very important! Plan the job *before* you begin to ensure you have all the right materials.
- Assemble and prepare the appropriate number of new, or like-new, stamped, heat-treated lift vans. Wooden crates must be in compliance with ISPM 15 standards for fumigation.
- Interior walls (not the floor) should be lined with water-resistant materials like Visqueen or tar paper. Leave enough material for the door.
- Start by pad- or bubble-wrapping larger and overstuffed pieces of furniture. Use cardboard as needed, especially for couch, chair and table legs, and furniture corners.
- All furniture surfaces must be completely covered, including the bottoms.
- Avoid taping and labeling the surface of furniture.
- Clearly mark inventory number on the outermost layer of wrapped furniture.
- Build cartons and crates that provide a nice, snug fit. Even a well-wrapped item can be damaged from constant shifting if it's not snugly packed.
- Wrap pieces individually, then wrap pieces in groups of 3 or 4 before placing them into cartons.
- Use dish packs with cells to pack china, crystal, and dishes.
- As each item is wrapped, mark it to include shipper name, room location, description and any exceptions.
- Use natural containers where appropriate. Pack wrapped pillows in the hamper. Use dresser drawers and the empty space under kitchen chairs. Don't overstuff because damage can occur.
- All packing material must be new or in sound condition. New materials must be used on mattresses, box springs, linens and clothing.
- Use High Value High Risk inventories and seals in accordance with IAW NFC policies.
- Load all packed items and furniture into new or like-new heat-treated lift vans. Approximate dimensions are 87" x 45" x 87".
- The minimum acceptable density is 6 pounds per cubic foot. Density equals net weight divided by cube. To achieve a 6.0 density in a 200 cube container, it must contain 1,200 pounds of household goods.
- Build tiers within the crate. Heavy furniture on the bottom, medium weight items next then lightest items on top. Keep weight distribution equal with the center of gravity of the container.
- Fill gaps and empty spaces with filler material that will prevent shifting in transit.
- Seal all exterior standard, overflow and rug crates at residence. Use four (4) seals per crate and document the seal number on the inventory.
- Seal all exterior edges, ends and side seams with caulk after closing.
- Band with ¾ inch-wide steel banding material .023 inches thick, using two (2) vertical bands and one horizontal band per crate.
- Stencil each crate on one side and one end, toward the top of the container, in black 2" letters.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



ORIGIN AGENT RESPONSIBILITIES

1.9 INTERNATIONAL OR CONTAINERIZED SHIPMENTS

- Contact International Operations at (800)323-1963 or (708)450-2941 with the weights, pieces, dimensions and seal numbers within 48 hours of pick up.
- Protect all containers from the elements as well as from theft while in your warehouse.



ORIGIN AGENT RESPONSIBILITIES

1.9 INTERNATIONAL OR CONTAINERIZED SHIPMENTS

International Shipments carry a special set of restrictions.

Firearms:

Please note the following restrictions for firearms in DPS Code 4 Shipments:

- Firearms exported to Italy: NOT ALLOWED
- Firearms exported to Germany: NOT ALLOWED
- Firearms exported to the UK: NOT ALLOWED
- Firearms exported to Spain: NOT ALLOWED
- Firearms exported to the Netherlands: NOT ALLOWED
- Firearms exported to Belgium: NOT ALLOWED
- Firearms exported to Korea: NOT ALLOWED
- Firearms to Hawaii and Guam: SEE BELOW

We require our agents to take special precautions with firearms. We do not want anything happening to them. When packing a shipment, you need to place the firearms in a carton and then seal it with special security seals. This should be done right in front of the shipper and they should sign/initial the seals. The seals should be placed on the top and the bottom of the carton so that all seams are covered. Nothing should be written on the carton suggesting it contains a firearm. The make, model and serial number should be listed on the regular inventories and the High Value/High Risk Inventories. Firearms should be placed in the first crate labeled "No.1".

The customer must provide proof of ownership or an affidavit of ownership with a notary seal for each firearm being shipped to Guam. We will not be able to remove firearms from residence without this paperwork.



ORIGIN AGENT RESPONSIBILITIES

1.9 INTERNATIONAL OR CONTAINERIZED SHIPMENTS

Alcohol

Please review the following list of Country Restrictions regarding alcohol. ***This is not meant to encourage military members to ship alcohol***, but to be used as a tool to help you guide the military member who indicates that he/she wants to ship alcohol overseas.

- Alcohol exported to Belgium: NOT ALLOWED
- Alcohol exported to Germany: NOT ALLOWED
- Alcohol exported to Guam: Must be 18 years of age and can only ship 1 gallon of alcoholic beverages within household goods. Anything more than one gallon is a misdemeanor and punishable with a \$10,000.00 fine.
- Alcohol exported to Italy: Allowed up to 1 liter per adult person.
- Alcohol exported to Korea: Limit 2 bottles, not to exceed 1 liter of liquor.
- Alcohol exported to the Netherlands: 1 liter of an alcoholic beverage and 4 bottles of wine can be imported in a personal property shipment.
- Alcohol exported to Spain: NOT ALLOWED
- Alcohol exported to the UK: NOT ALLOWED

Please note we ask for a detailed and valued inventory of any alcohol in a household goods shipment. We also ask that the alcohol is crated separately. We will need to know on the Pre-Move survey well in advance of the pack date what the crate dimensions are in order to request a pre-approval in DPS.



ORIGIN AGENT RESPONSIBILITIES

1.9 INTERNATIONAL OR CONTAINERIZED SHIPMENTS

Motorcycles

Please note the following when shipping a motorcycle on DPS Code 4 shipment:

WE WILL NOT BE ABLE TO REMOVE A MOTORCYCLE FROM RESIDENCE WITHOUT THE FOLLOWING PAPERWORK PRIOR TO PACK DAY:

- A copy of the title for the motorcycle or if financed, a copy of the letter from the finance company stating the member may ship the motorcycle overseas.
- A copy of the registration for the motorcycle.
- A copy of the Driver's License for the owner of the motorcycle.

In addition the motorcycle must be drained of all fuel and the battery must be disconnected and the wire connections taped back.

PLEASE DO NOT REMOVE A MOTORCYCLE FROM RESIDENCE WITHOUT CONFIRMATION OF RECEIPT OF THE ABOVE REFERENCED DOCUMENTS.

Once correct paperwork has been obtained, please fill out the attached form and return to NAVL via fax or email. This must be completed for all motorcycle shipments



ORIGIN AGENT RESPONSIBILITIES

1.9 INTERNATIONAL OR CONTAINERIZED SHIPMENTS

VEHICLE/MOTORCYCLE CERTIFICATION

MILITARY
MEMBER
NAME: _____

GBL# _____

MAKE _____ YEAR _____

VIN# _____

THIS IS TO VERIFY THAT ALL VEHICLE(S) INCLUDED IN THIS CONTAINER HAVE BEEN COMPLETELY DRAINED OF FUEL AND RUN UNTIL STALLED. BATTERY(IES) ARE DISCONNECTED AND TAPED BACK AND ARE PROPERLY SECURED TO PREVENT MOVEMENT IN ANY DIRECTION. NO UNDECLARED HAZARDOUS MATERIALS ARE CONTAINERIZED, SECURED TO OUR STOWED IN THE VEHICLE(S).

COPY OF TITLE INCLUDED: _____

SIGNATURE: _____

TITLE: _____ DATE: _____

COMPANY: _____



ORIGIN AGENT RESPONSIBILITIES

1.10 HIGH VALUE/HIGH RISK INVENTORY

Since Full Replacement Valuation went into effect, a HV/HR (High Value/High Risk) Inventory was adopted by DOD. It protects the TSP and agents in ways that were impossible in the past. For example, any packed item valued at more than \$100.00 per pound must be on this form and TSP liability is limited to \$100.00 per pound for that item. Additionally, if the HV/HR items are fully unpacked at delivery, and the form is completed properly at delivery (see Claims in Section 8), the customer can't later claim those items missing. It is our policy that if any agent fails to comply with our policy for HV/HR items, the agent will bear the sole expense of any HV/HR item claimed as missing.

ORIGIN AGENT/PACKER

- Prepare the HV/HR Inventory on each shipment. A copy of the HV/HR Inventory is in the Forms section (8.10) of this manual. Only this specific government HV/HR Inventory is acceptable.
- 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.
- **Listing High Value items is the customer's responsibility.** High Value items are those worth more than \$100 per lb. The O/A should double-check that all High Value items are listed.
- **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.
- 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 in Section 1.5 of this manual.
- Pack the cartons carefully.
- After the customer has witnessed the items are in the cartons and have been packed to their satisfaction, 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 shipper or releasing agent sign both seals, in the place designated for customer signature.
- It is your responsibility to tag and inventory each HV/HR item, so make "to send" inventory tags and the HV/HR Inventory *with* the packing crew.



ORIGIN AGENT RESPONSIBILITIES

1.10 HIGH VALUE/HIGH RISK INVENTORY

- 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.
- The packing crew leader and the customer/releasing agent must certify 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.
- For sealed HV/HR cartons, check top and bottom seals to ensure none have been tampered with. 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 there is no HV/HR Inventory.
- 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.

DELIVERING AGENT

- If receiving a shipment into storage and there is no HV/HR Inventory, annotate on your rider there was none given to you. When checking in a shipment, make certain items on both the regular inventory and HV/HV Inventory are present.
- Check the conditions and document any tampering or damage to seals or cartons.
- **Mandatory – Full unpack of all HV/HR Items is required at delivery**
- Have the customer initial the rightmost column on the HV/HR Inventory beside each item, indicating unpacking was done and all items in the cartons were received in apparent good condition.
- If there was an item count at origin, it is your responsibility to ensure all items were received.
- **Firearms: Should go on the descriptive inventory AND the HV/HR Inventory with Make, Model, Serial Number and Caliber or Gauge. IMPORTANT - See National's procedures for firearms in Section 1.5 of this manual.**

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: September 24, 2013



ORIGIN AGENT RESPONSIBILITIES

1.11 DOCUMENT DISTRIBUTION

MAKE SURE THE CUSTOMER GETS A COPY OF THE GBL!

- Supply the Origin GBLOC with copies of the GBL*, weight tickets, 619 and inventory within seven (7) business days of loading the shipment. ****The GBL should have weights filled in to Box 28.***
- Supply the Driver with a copy of the GBL, and any inventory taken by the Origin Agent's crew.
- Supply National Forwarding with the GBL, weight tickets, 619 (if applicable**), all inventory including the High Value/High Risk and an invoice for services rendered.

Paperwork can be submitted three different ways:

- **Mail to:** Attention Billing, National Forwarding, 2800 Roosevelt Road, Broadview, IL 60155.
Retain a copy of each document that's mailed.
- **E-mail to:** origin-docs@nationalvanlines.com
 - Scan all documentation in a single PDF attachment.
 - Put shipper's name and Bill of Lading number in the subject line.
 - Retain a copy of each document that is emailed.Hard copies of the e-mailed documents do not need to be mailed to National.
- **Fax to:**
 - A fax number is offered with the sole purpose of receiving billing documentation.
 - Please contact the National Forwarding Billing Department for additional information.Hard copies of the faxed documents do not need to be mailed to National Forwarding.

**The DD619 must be completed to confirm accessorial service as provided. Once preapproved in DPS, all accessorial services should be listed on the DD619 and signed for by the customer. This includes: Extra Pickup/Extra Delivery, Third Party Service (TPS), Crating, Shuttle Service, Extra Labor, Bulky Articles, and Mini Storage Pickup/Delivery.

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: May 16, 2017



ORIGIN AGENT RESPONSIBILITIES

1.11 DOCUMENT DISTRIBUTION

The following is a list of the paperwork to be distributed to our office, military installation, origin agent and driver for military shipments. **Scanned images will be accepted if in compliance with future directives from Billing and Document Control and originals are kept on file for future reference if needed.**

<p><u>PREMOVE SURVEY:</u></p> <ul style="list-style-type: none"> Local agent must perform and forward the completed NFC Premove Survey form and Table of Measurements prior to the first pack day to: Premovesureveys@nationalforwarding.com 	<p><u>SERVICE MEMBER PAPERS AT ORIGIN:</u> (Note 2)</p> <ul style="list-style-type: none"> GBL Inventory & HV/HR inventory DD619 (Note 5) <p><u>SERVICE MEMBER PAPERS AT DESTINATION</u></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 seven (7) business 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, ASAP Forward weight tickets and inventories, including the HV/HR inventory, to the origin agent within 3 days (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 619 & 619-1, 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 HR/HV inventory Reweigh 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 	

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 paperwork email addresses that should be used for processing paperwork to National Forwarding Co., Inc.

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
- Storage paperwork – storage-docs@nationalforwarding.com
- Delivery/hauling paperwork – hauling-docs@nationalforwarding.com

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

Note 3: Hauler/delivery agent papers must be sent to the booking carrier's home office 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

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, Shuttle Service, Extra Labor, Bulky Articles, and Mini Storage Pickup/Delivery.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: May 16, 2017



ORIGIN AGENT RESPONSIBILITIES

1.12 ORIGIN AGENT & PACKER QC CHECKLIST

PRE-MOVE SURVEY

- Obtain all shipment information at time of order receipt from carrier.
- Schedule Pre-Move ASAP
- Complete cube sheet for accurate weight estimate.
- Confirm first pack date and scheduled pick-up date.
- Complete Pre-Move Survey Certification Form and Cube Sheet and send to us immediately.
- Make sure customer has our toll-free numbers for customer service and emergencies.
- Identify services requiring special handling and prepare for servicing.
- Identify special services requiring T.O. authorization and notify us so we can obtain authorization in advance.
- Inform customer of our High Value/High Risk Program, and advise them to be ready to identify any items of high value when the packers arrive.
- Identify any firearms, policy set forth below.
- Advise customer we can't ship combustible or explosive material. Go over list of items excluded.
- Fax/email Pre-move Survey Certification Form and Cube Sheet immediately upon completion of survey. Preferably no later than three (3) days before pick-up.

PREPARATION FOR ORIGIN SERVICES

- Ensure all crew members are in uniform and have proper IDs.
- Complete pre-trip inspection of the pack van.
- Double-check quantities of packing materials.
- Review any special instructions.
- Bring specialized packing materials, crates, etc.
- Bring an adequate supply of blank forms – DD619, Loss/Damage Form, High Value/High Risk Inventory, Regular Descriptive Inventory.
- Bring an adequate supply of inventory stickers – different colors, at least 3 rolls.
- Review directions to residence.
- Bring enough markers – 1 for each packer, plus 2 extras.
- Bring adequate tools for disassembly as required, including a parts box or parts bags.
- Bring rug runners and padding to protect the residence.

ARRIVAL AT CUSTOMER'S RESIDENCE

- Upon arrival, do the following:
 - Crew leader should introduce him/herself and the entire crew to the customer.
 - Conduct a tour of the home with the customer and crew.
 - Ensure that customer has any jewelry, cash, firearms or valuables locked up in a safe or truck of his/her car.
 - Identify items that are not to be packed.
 - Ask the customer if there are any questions or concerns.
 - Make sure Pro-Gear and HV/HR items have been designated.
- Crew leaders should:
 - Explain the inventory procedures.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



ORIGIN AGENT RESPONSIBILITIES

1.12 ORIGIN AGENT & PACKER QC CHECKLIST

- Ask if the customer has any special instructions.
 - Explain the High Value Inventory form.
 - Determine if any original boxes are to be used for special items.
- Ensure the crew understands they must:
- Use rug runners and padding to protect the residence.
 - Determine location for packing materials to begin work.
 - Determine location and set up work stations.
 - Designate an area of the house for items *not* to be packed.

PACKING AT RESIDENCE

- No smoking at the residence.
- To prevent disorganized clutter, only bring in enough packing material for the job.
- Assign crew according to their skill level – with special attention to dish packs.
- Ask customer to view any damage discovered.
- Document any damage on the inventory or packing exception sheet.
- Inspect each room as packing is completed.
- Ensure each carton is labeled properly – BL number, customer name, room, general contents.
- Inventory electronic items, correctly noting make, model and serial numbers.
- Remove debris as packing continues – don't allow it to pile up.
- Confirm third-party services if required.
- Attend to items requiring special attention.

HIGH VALUE INVENTORY FORM:

- Complete the High Value Inventory form – WITH the customer.
- Ensure all items are inventoried properly with complete identification – make model, serial number, caliber, gauge, etc. Customer and crew chief should **both** sign the form.
- If weapons are included in the shipment, they are to be listed on the High Value Inventory and handled in accordance with our firearms policy.
- Use our security seals for top and bottom of carton, have customer witness the packing and the sealing of the cartons, and sign seal where indicated.
- Give customer a copy of the High Value Inventory, and recommend he/she make certain that at destination these cartons are completely unpacked and all contents are verified; they will be asked to sign the form again at delivery.

FIREARMS POLICY:

- Firearms should be packed in the smallest-size carton necessary to hold the weapon(s), wrapped in a way to protect from damage. Other types of contents may also be in the carton. Do NOT write "firearms" or "guns" on the outside of a box containing firearms. Carton can say "sporting goods" or "clothing" (if clothing is in box also), etc. DO put security seals on cartons, so customer witnesses the firearms being in the carton and witnesses the sealing of the carton (see above High Value procedures).
- Make, model, serial numbers and caliber/gauge should all be on both the High Value/High Risk Inventory and the Regular Descriptive Inventory.
- Become familiar with requirements in Chapter 409 of the Defense Transportation Regulation (DTR) entitled, "Shipment Procedures for Privately Owned Firearms" (POFs) and Ammunition.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



ORIGIN AGENT RESPONSIBILITIES

1.12 ORIGIN AGENT & PACKER QC CHECKLIST

- Report any discrepancy, especially loss or suspected loss of a firearm, to Kevin Spealman or Pam Johnson at (800)325-6889.

FINISHING THE JOB:

- If customer is staying the night, leave cartons for mattresses and bedding.
- If customer is not staying the night, make sure the mattresses are packed.
- Remove all debris, supplies, materials, etc.
- Remove all rug runners, pads and other protective equipment.
- Check all drawers, cabinets, closets, etc.
- Complete a walk-through of the residence with the customer.

PAPERWORK COMPLETION:

- Household Goods Descriptive Inventory – all pages must be numbered & headings completed.
- All carton sizes should be listed with general contents and room.
- Pro-Gear boxes must be labeled as such and weights must be entered on inventory. See sample inventory 8.8
- Packer's initials should be on cartons they packed.
- All paperwork must be completed by crew leader and customer.
- The inventory should be cross-referenced with the High Value Inventory.
- All paperwork must be signed and dated by the customer.
- Give the customer their copies of paperwork.

FEEDBACK AFTER PACKING IS COMPLETED

- Crew leader should assess the pack job and advise his/her office of any unusual circumstances.
- Advise if mattress cartons have been left to be packed.
- If directions to the home were not clear, advise home office so they can be corrected.
- Turn in all paperwork.
- Inspect the vehicle utilized, ensure it is fueled up, and turn in the keys.



ORIGIN AGENT RESPONSIBILITIES

1.13 CUSTOMER CHECKLIST

This is a sample document of information that should be provided to the customer prior to the packing of the shipment. The counselor at the TO should have provided similar information, but it's a good idea to ensure the customer is aware of these specific requirements.

BEFORE YOUR HOUSEHOLD GOODS ARE PACKED

- Prior to packing, think about any High Value/High Risk (HV/HR) items you may have, and make sure they are all put on the HV/HR Inventory. The packers will also use our special security seals on top and bottom of the box. This applies to all valuable small items, like expensive figurines, statues, collectibles, electronics, CDs, DVDs, etc. This also applies to firearms.
- Place all jewelry, cash, firearms (not shipping) or valuables locked up in a safe or trunk of your car.
- Remove all artwork, mirrors, knick-knacks, and racks hanging on walls or secured to cabinets and doors. Also remove curtains, draperies, and their rods or hangers.
- Disassemble, clean and prepare for movement, all outdoor furniture and toys such as swing sets, playhouses, and sheds.
- Remove and make accessible all items in the attic, crawlspace, and storage sheds.
- Dust furniture. Do not wax or polish furniture, since furniture pads can "melt" into the finish due to external temperature changes in transit.
- Drain gas and oil from your lawn mower or other item that may run on gasoline.
- Only purged scuba tanks can be shipped. They must have written certification by a dive shop or other professional and must be less than 25 lbs. per square inch at 70 degrees.
- Discard all cleaning supplies, even unopened bottles or sprays. We recommend donating them to your neighbor, church, or another family in your area.
- Disconnect your washing machine and dryer. If you have a frontloading washer, please try to find the shipping bolts provided to you when you purchased the washer.
- Empty the water from your waterbed and hot tub.
- Empty, defrost, clean and air-dry your refrigerator and freezer.
- Disconnect and prepare all electronics (TVs, computers and VCRs) for the move. Secure the tone arm on your stereo turntable and the locking mechanism on your CD player.
- Dispose of all open dry food in cabinets and pantry.

BEFORE YOUR HOUSEHOLD GOODS ARE PICKED UP

- Think about where the driver can park, since a driveway isn't designed for a tractor/trailer.
- On pack and load days, keep all of your important paperwork in a safe place, such as the trunk of your car.

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: September 24, 2013



ORIGIN AGENT RESPONSIBILITIES

1.13 CUSTOMER CHECKLIST

- Organize your belongings. If you have more than one shipment, have your household goods shipments separated. Designate a room to contain only items that are *not* being moved. (Make sure the driver and loading crew are aware of this room.)
- Keep Professional Books, Papers and Equipment (PBP & E) and Consumables separate since they will be packed and weighed separately.
- Have your car packed so there's no chance important personal items get put on the truck by mistake.
- Secure valuables and medicines in a separate, secure location.
- Broom-sweep your house.
- If you have small children, arrange for them to be out of the home at the time of loading.
- If you have pets, make sure they are properly restrained in a safe area.
- Show the driver which items are being moved, and point out specific items of concern such as antique, extremely fragile, odd-shaped or sized pieces.
- Go through and sign the High-Value Inventory sheet with the driver.
- Make sure the driver knows your plans for the day.
- Make sure the Household Goods Inventory is accurate and complete.
- Walk through the house and yard to make sure everything is loaded. (Make sure items that aren't being shipped are still where they're supposed to be.)
- Confirm the driver has all of your contact and delivery information.
- Make sure you get a copy of the inventory and the GBL.

AT THE TIME OF DELIVERY

- Make sure the moving van has a place to park before the shipment arrives. Drivers should park the moving van in the street, not in your driveway.
- Before the driver arrives, figure out where you want furniture placed.
- Make sure all pets and small children are safely out of the way of the movers.
- Initial each item on the inventory as it is being brought off the truck by the movers.
- Make sure each item on the High-Value Inventory sheet is present and undamaged.
- List any loss or damage, including the items on the High-Value Inventory sheet, on the Loss and Damage Notice Document at delivery. Be certain any obvious loss or damage is noted at delivery before signing any documents.
- Make sure you get two (2) copies of the Joint Statement of Loss and Damage at Delivery.



HAULING AGENT RESPONSIBILITIES

2.1 GENERAL REQUIREMENTS

- Accept hauling services from National's Operations Department.
- Maintain equipment in good working condition.
- Ensure tractor/trailer has all necessary equipment, tools, pads, and paperwork.
- Get certified light weight tickets (also necessary for shipments out of NTS.)
- Provide sufficient personnel to assure prompt and efficient service.
- Prepare residence and articles of household goods to prevent damage and/or loss.
- Arrive at origin promptly. Call customer to provide an ETA for arrival.
- Prepare a detailed inventory and tag all household goods.
- Prepare a rider against inventory if the shipment is picking up from storage.
- Disassemble items required to provide safe movement. (Secure parts or hardware or place in hardware box.)
- Pack mattresses in new mattress cartons.
- Service appliances.
- Get certified heavy weight tickets and call in weights into NFC Operations
- Transport HHG safely to destination.
- Contact destination agent at least 24 hours prior to arrival; 72 hours during the peak season from May 1st to Sept. 15th.
- Advise National Forwarding Co. of ETA. Clear all shipments with National. Deliver to SIT or to residence as instructed by National.
- Unpack and reassemble at destination residence, if direct delivery.
- Complete delivery, unpacking, inspection, and required signatures for all High Value/High Risk items, if direct delivery. Unpacking includes the one-time placement of articles, including inside cabinets. Remove debris at this time as requested.
- Complete all hauling/delivery papers:
 - Rider/exception sheet.
 - Signed inventory.
 - Signed High Value/High Risk Inventory.
 - Weight tickets/reweigh tickets.

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: September 24, 2013



HAULING AGENT RESPONSIBILITIES

2.1 GENERAL REQUIREMENTS

- 619-1.
- Signed Statement of Loss/Damage at Delivery. (it should also include claims contact information as follows: National Claims Services, Inc., Phone 800-325-6889, email ncs@nationalvanlines.com) – it is now required that TSP claims phone and email be supplied to the customer.
- Immediately supply delivery documents to our office.



HAULING AGENT RESPONSIBILITIES

2.2 PERSONNEL & EQUIPMENT

Personnel

Only personnel qualified in their assigned duties may handle the personal property for a customer moving under a Government Bill of Lading.

If any personnel appear to be under the influence of alcohol or drugs, or they use abusive language, they must be replaced immediately. DOD does not allow use of any prison labor. Complete a thorough background check on all personnel.

The government and National are concerned with the quality of personnel placed in the military customer's home. Only honest and trustworthy personnel should have access to the home. National requires all employees to have a background check. Failure to have adequate screening procedures may result in severe disciplinary action by the military against a carrier and/or agents. Therefore, the following is guidance for screening of qualified personnel.

Obtain sufficient information to conduct a reasonable investigation of a prospective employee. It is important to advise the applicant you will be performing a background check. The applicant must provide a driver's license and social security card for identification purposes, in accordance with the Immigration Reform and Control Act requirements. Details are available at www.dol.com.

We have negotiated a reduced price with www.background-checks-systems.com, which provides nearly instantaneous background reports on prospective employees. Please see the attached information. AMSA members can get a discount on background checks through HireRight at www.hireright.com. The AMSA member's website is www.promover.org.

Verify prior employment by contacting the previous employers listed on the application form.

All personnel representing National must be in uniform while at the customer's residence and have proper identification. Uniform may consist of your own local warehouse shirts. All clothing should be clean and in good condition.

Equipment

Maintain sufficient and suitable vehicular equipment. Use only closed and weather-tight equipment for loose personal property or open, flat-type equipment for containerized shipments. Your agency agrees to own the equipment or maintain a long-term lease agreement.

- Closed, weather-tight vans will have a minimum of 1,000 cubic-foot capacity; open vehicles will have a minimum bed length of 16 feet.



HAULING AGENT RESPONSIBILITIES

2.2 PERSONNEL & EQUIPMENT

- Inspect all equipment on a regular basis. This includes the air and electrical lines, wires, light fixtures, pads, loose equipment, wheel/axles, brakes, tires, suspension, airbags, leveling mechanisms, decks, walls, etc.
- Establish a routine of performing pre-trip and post-trip inspections. These are critical for not only maintaining a vehicle, but for prevention of van fires and other catastrophic events. It is important you incorporate the necessary procedures to prevent these devastating occurrences.
- Equip the van with necessary materials including pads, tools necessary to service household goods, dollies, ladders, additional cartons, paperwork, and security seals, etc. Never use a customer's tools. You should have equipment available to uncrate any items crated at origin.
- Preventive steps must be taken to stop van fires:
 - Never smoke in the van and never permit anyone else, including helpers and customers, to do so. This is a primary cause of preventable van fires.
 - Never smoke or permit smoking while packing.
 - Establish a regular inspection of your fire extinguisher.
 - Check the mechanical condition of your vehicle:
 - Air suspension system.
 - Air bags.
 - Leveling valve.
 - Wheel bearings and seals.
 - Hub cap leaks and hub oil levels.
 - Electrical system for shorts in worn wires.
 - Tire pressure, tread depth and cap separation.
 - Brake system for leaks or shoes hanging up.
 - Never pack or load any flammable materials.
 - In the event of a tire fire, try to extinguish it by smothering it with pads, dirt or snow. A fire extinguisher will normally not be adequate.
 - In the event of a van fire, do not open the doors. Fires need oxygen and this will supply more of it, causing the fire to spread more rapidly.
 - Notify the Fire Department immediately.
 - If it is safe to do so, drop the van and move your tractor to safety.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



HAULING AGENT RESPONSIBILITIES

2.3 PRIOR TO ARRIVAL AT RESIDENCE

- 24 hours prior to arriving to load (48 hours during peak season 5/15 – 9/15) the driver needs to contact the origin agent and request help when needed. The origin agent has agreed to provide the driver with the necessary personnel or assistance in arranging personnel. It is the driver's responsibility to pay the help or agent directly for any assistance obtained. Never pick up unfamiliar help at a truck stop or anywhere else. We have no way of knowing the backgrounds of these individuals.
- All personnel need to be in uniform and have proper identification.
- Ensure the crew has all the necessary materials – tools, equipment, pads, and additional packing materials if needed.
- Inspect the van. Utilize a checklist to perform the inspection. A sample checklist is contained in the National Forms section of this manual.
- Ensure personnel are aware of any special instructions or loading requirements.
- Ensure personnel have all the appropriate paperwork – Carrier B/L; GBL, inventory forms, inventory tags, High Value/High Risk Inventory forms and security seals.
- Review directions to the customer's residence and allow sufficient time to arrive on time.
- Equip the van with appropriate tools to disassemble items and service appliances.
- Equip the van with extra cartons, paperwork, and security seals.
- Equip the van with rug runners and padding to protect the residence.
- Use a checklist to make sure the van is properly equipped as outlined above.
- Make sure certified light weights are received before arriving at residence.



HAULING AGENT RESPONSIBILITIES

2.4 WEIGHING PROCEDURES

- Weigh all shipments on a certified scale.
- Determination of the net weight is the difference between the tare weight of the vehicle that shipment is loaded on – prior to the actual loading of the shipment – and the gross weight of the same vehicle after the shipment is loaded OR,
- The gross weight of the vehicle with the shipment loaded, and the tare weight of the same vehicle after the shipment is unloaded.
- Obtain the net weight at origin. A reweigh may be required at destination at the request of the TO.
- Obtain separate weights for any extra pick-ups.
- Pro-Gear, aka Professional Books, Papers and Equipment, should be weighed separately from household goods and entered on the GBL. If a hand-scale is not available, use a weight of 40 pounds per cubic foot. For example, a 3.0 carton is considered 120 lbs. of Pro Gear see 2.7.
- If there is a partial shuttle or other accessorial services, obtain separate weights for that portion of the shipment upon which the service was rendered (billing can only be applied to that portion).
- 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) will be on the vehicle during the weighing.
- Fuel tanks should be full at the time of each weighing, or no fuel added between the tare weighing and the gross weighing.
- The TO and the customer have the right to observe weighing of the shipment upon request.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both. The following information is required on the weight tickets:
 - 1) The complete location and name of the scale
 - 2) The date of all shipments weighed
 - 3) The tare, gross and/or net weights
 - 4) The TSP or company identification of the vehicle
 - 5) The last name of the shipper as it appears on the Bill of Lading (BL); and
 - 6) The shipments GBL number
 - 7) The signature of the weight master or person performing the weighing



HAULING AGENT RESPONSIBILITIES

2.5 ARRIVAL AT RESIDENCE

- The driver is responsible for his/her crew – their actions, loading, etc.
- The driver should introduce him or herself and the crew to the customer. The driver should explain the entire process of inventorying and loading to the customer, and answer any questions or concerns the customer may have.
- Have the driver accompany the customer through the residence to identify items to move, leave, or that require special handling.
- Make sure all valuables are securely locked away before the packing begins.
- Separate any items *not* to be loaded. Make sure the items are identified as not being shipped and relocated to an “off-limits” area of the residence.
- The driver needs to determine if any additional packing or services are necessary.
- Never permit smoking at the residence or anywhere near the vehicle.
- Never use profanity.
- Lay down rug runners and padding to protect residence. This includes any padding of door frames as necessary.
- Protect all floors, walls, door jambs, etc. at the time of inventorying and loading.
- Determine a good location to set any materials necessary to begin work.
- Ensure that the customer has complied with their responsibilities to prepare all items for shipment, including draining ALL gasoline from motorcycles, all oil and gas from mowers, etc.
- Ask the customer if he/she has any concerns, questions, etc. If necessary, have the customer contact our office at (800)722-9144.



HAULING AGENT RESPONSIBILITIES

2.6 INVENTORY PREPARATION

- The Household Goods Descriptive Inventory must be prepared in an accurate and legible manner, listing all items received, including the contents of cartons. In addition to the Household Goods Descriptive Inventory, we require a High Value/High Risk Inventory.
- Prior to loading or moving any items from the residence, the driver and customer should walk through the residence and tag and inventory all items. Don't place tags where they may damage the wood finish of an item.
- The driver should identify any pre-existing damage and show it to the customer and note it on the inventory exceptions.
- Do not use "generic" or "exaggerated" exceptions for items on an inventory. An example is using the same exception numbers and codes over and over for most or all items. It is your responsibility to inspect and inventory the true nature of the condition of all items. Generic or exaggerated exceptions don't limit your liability.
- Make sure the pro-gear has been separated and note on the inventory whether it is M-Pro (member) or S-Pro (spouse). The pro-gear weight must be separate from the shipment weight and must be noted separately on the GBL. Use a bathroom scale or a platform-type scale for the separate weights of each carton. If a scale is not available, a weight of 7 pounds per cubic foot may be used. It is a good idea to keep all pro-gear together on the inventory. See weights 2.7 and Inventory 8.8.
- Record the true condition of property on the inventory. Use the "Exception Symbols" and "Location Symbols" located at the top of the Household Goods Inventory to identify the areas and conditions of any pre-existing conditions (e.g., If the article is marred, you would list "M" for marred and the area of the "mar," such as the top, right, front edge [10, 8, 4, 12 M). Omission of these symbols will indicate good condition except for normal wear.
- Specify the color and full description for upholstered furniture and rugs. Be as specific as possible (e.g., striped or floral, number of cushions, approximate size, the actual color, etc.).
- Identify containers on the inventory by type and cube and the description of contents (e.g., linens, pots/pans, 'DP 6.0', etc).
- Don't use the words "household goods/personal property" to describe contents. Don't use the term "MISC" for miscellaneous. Be as specific and detailed as possible to properly identify contents of cartons.
- All items must be carrier packed (CP). Mark all cartons as CP (carrier packed) on the inventory sheets and list the contents of the items. Don't list items simply as "living room," "bedroom," etc. Give a detailed description of the contents.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: April 25, 2014



HAULING AGENT RESPONSIBILITIES

2.6 INVENTORY PREPARATION

- Label each page of the inventory with the customer name, B/L number, origin, destination, tag colors, tag numbers, items, description and condition, and have the customer sign the form at the completion of the inventory process.
- Identify all electronics with make, model, and serial number on the outside of the carton and on any inventory. Even when an item is already on the descriptive inventory, place it on the High Value/High Risk Inventory and security seals too.
- Indicate the contents of items left in the drawers of dressers or chests. If the drawers are empty, note this on the inventory (e.g., “chest of drawers - empty”).
- List mopeds, motorcycles, automobiles, boats as one line item on the household goods inventory with the serial number, make, model, year, and odometer reading. Also use a motorcycle, automobile, or boat inventory to visually show any pre-existing damage to these items.
- If containerizing a shipment at the warehouse, annotate on the inventory with CW. As a note, this requirement is only for shipments when the TO has authorized containerization at the warehouse facility. Completion of containerization is usually required at the origin residence.
- If picking up a shipment from a storage facility (non-temporary/commercial storage), obtain two (2) legible copies of the non-temporary storage inventory.
 - Check each item against the NTS Inventory.
 - Take a rider/exception sheet noting any additional damage and/or loss. Rider/exception sheets must have completed header information signatures of the warehouseman releasing, and the driver receiving the shipment.
 - If the NTS facility is unable to provide the original legible inventories, you must re-inventory the entire shipment. However, you must cross-reference the old inventory tag numbers with the new tag numbers (e.g. new Inventory #1 [old tag #40 green]). If wrapped in brown paper, it must be unwrapped and inspected.
 - Identify disassembled items noting if disassembled by the origin agent or the customer and mark the inventory appropriately (e.g., DBO – disassembled by owner; CD – carrier disassembled).



HAULING AGENT RESPONSIBILITIES

2.6 INVENTORY PREPARATION

- If there are plastic totes, indicate on the inventory whether they are empty or have contents. Do not place tape/stickers directly on the tote. Shrink wrap or wrap in paper and then tape, if necessary. If there are items packed within the tote, the origin agent should have already inspected the contents and rewrapped as necessary. List the tote as CP on the inventory (e.g., CP – toys).
- Organization and planning are critical during this process. Take your time and be thorough, as this provides the best scenario for ensuring everything is completed, damage is prevented, and the customer is satisfied.



HAULING AGENT RESPONSIBILITIES

2.7 M-PRO GEAR & S-PRO GEAR WEIGHT ESTIMATES

Professional Books, Papers & Equipment (commonly known as PBP&E/Pro-Gear)

Every customer is allowed up to 2000 lbs of pro-gear that will be deducted from the actual weight of their shipment. The customer's spouse is allowed 500 lbs. Drivers are paid based on the actual weight of the shipment. The shipment weight and the pro-gear weight must be entered on the GBL and into DPS.

PBP&E includes HHG in a customer's possession needed for the performance of official duties at the next or a later PDS. Specific **exclusions** follow:

- 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.

All pro-gear must be identified and separated from the household goods by the member or spouse. The items must be placed in separate boxes or cartons, marked, weighed and inventoried properly. The pro-gear must be further identified as M-PRO for the member and 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 quickly. The pro-gear weight must be entered into DPS separately from the entire weight of the shipment.

Here is a sample of how the pro-gear could look on an inventory:

1.5 carton - reference material – M-PRO – 12 lbs (bathroom scale)

4.5 carton - flying suits – S-PRO – 31.5 lbs C (constructive weight)



HAULING AGENT RESPONSIBILITIES

2.8 HIGH VALUE HIGH RISK INVENTORY

Since Full Replacement Valuation went into effect, a HV/HR (High Value/High Risk) Inventory was adopted by DOD. It protects the TSP and agents in ways that were impossible in the past. For example, any packed item on the inventory valued at more than \$100.00 per pound must be on this form and TSP liability is limited to \$100.00 per pound for that item. Additionally, when the HV/HR items are fully unpacked at delivery, and the form is completed properly at delivery (see Claims in Section 8), the customer can't later claim those items missing. It is our policy that if any agent fails to comply with our policy for HV/HR items, the agent will bear the sole expense of any HV/HR item claimed as missing.

ORIGIN AGENT/PACKER

- Prepare the HV/HR Inventory on each shipment. A copy of the HV/HR Inventory is in the Forms section (8.9) of this manual. Only this specific government HV/HR Inventory is acceptable.
- 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.
- **Listing High Value items is the customer's responsibility.** High Value items are those worth more than \$100 per lb. The O/A should double-check that all High Value items are listed.
- **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.
- 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 in Section 1.5 of this manual.
- Pack the cartons carefully.
- After the customer has witnessed the items are in the cartons and have been packed to their satisfaction, 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 shipper or releasing agent sign both seals, in the place designated for customer signature.
- It is your responsibility to tag and inventory each HV/HR item, so sure make "to send" inventory tags and the HV/HR Inventory *with* the packing crew.



HAULING AGENT RESPONSIBILITIES

2.8 HIGH VALUE HIGH RISK INVENTORY

- 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.
- The packing crew leader and the customer/releasing agent must certify 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.
- For sealed HV/HR cartons, check top and bottom seals to ensure none have been tampered with. 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 there is no HV/HR Inventory.
- 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.

DELIVERING AGENT

- If receiving a shipment into storage and there is no HV/HR Inventory, annotate on your rider there was none given to you. When checking in a shipment, make certain items on both the regular inventory and HV/HV Inventory are present.
- Check the conditions and document any tampering or damage to seals or cartons.
- **Mandatory – Full unpack of all HV/HR Items is required at delivery**
- Have the customer initial the rightmost column on the HV/HR Inventory beside each item, indicating unpacking was done and all items in the cartons were received in apparent good condition.
- If there was an item count at origin, it is your responsibility to ensure all items were received.
- **Firearms:** Should go on the descriptive inventory AND the HV/HR Inventory with Make, Model, Serial Number and Caliber or Gauge. **IMPORTANT - See National's procedures for firearms in Section 1.5 of this manual.**

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: October 1, 2013



HAULING AGENT RESPONSIBILITIES

2.9 PREPARING ARTICLES AND LOADING THE SHIPMENT

Preparing Articles and Loading the Shipment

- After fully tagging and inventorying the articles, the driver is responsible for properly preparing the articles for shipment and loading the articles on the trailer in a manner that will prevent damage from shifting in transit.
- Wrap all articles having surfaces liable to be damaged by scratching, marring, soiling, or chafing, in textile or paper furniture pads, covers (other than burlap), or other acceptable wrapping materials.
- It is best to not place or stack articles outdoors. If it is necessary, protect the articles from the elements or harmful surfaces.
- Items of unusual nature such as, but not limited to, wall units, waterbeds, grandfather clocks, hot tubs, pool tables, pipe organs, satellite dishes, Plasma televisions, etc., may require third-party special servicing. The origin agent should have identified these during the Pre-Move Survey. Ensure all servicing is complete. Call the origin agent if additional servicing is necessary or there are other concerns.
- Disassemble all items of personal property necessary to ensure safe delivery to destination. Customers are responsible for disassembly of swing sets, other playground equipment, television and radio antennas, and other similar items. Identify items disassembled by the carrier on the Household Goods Descriptive Inventory as disassembled by carrier (CD). If delivered to residence, you will be required at destination to reassemble all CD items.
- Make sure that ALL gasoline is drained from motorcycles, and all oil and gasoline from any lawnmowers or powertools, etc.
- Place all nuts, bolts, screws, small hardware, and other fasteners removed from an article by the carrier in a parts box or bag and labeled accordingly. Label the box and identify it on the inventory. It is best to make this the first or last item listed on an inventory for easy identification at the time of delivery.
- It is the customer's responsibility to ensure waterbed mattresses, etc., are properly drained and serviced prior to a move. If you determine an item isn't serviced correctly, contact the origin agent immediately for further instruction. A carrier may refuse an item if it poses a risk to other household goods on the van for water, mold, or mildew damage.
- Wrap and bundle together legs or other articles removed from furniture in a manner that will prevent loss or damage and identify separately on the inventory (e.g., DR table legs-6).



HAULING AGENT RESPONSIBILITIES

2.9 PREPARING ARTICLES AND LOADING THE SHIPMENT

- You are not required to remove or place property in an attic, crawlspace, or similar storage area when it is not accessible by a permanent stairway (does not include ladders), not adequately lighted, does not have a finished floor, or does not allow you to stand erect. If you determine there are articles in such places, ask the customer to make the items available to you. Contact the local agent if the customer is unable to make them available. If there are any questions or concerns, please call the origin agent or our office at (800)722-9144 for further instruction/guidance.
- Never load items on the tailgate. Only the TO can authorize tailgate loading. It is forbidden unless the PPSO authorizes it. When approved, the load cannot extend beyond the sides or ends of the tailgate or above the top of the exterior surface of the vehicle and it must be “tarped” or protected similarly from the elements.
- The driver is responsible for the inventorying, moving, and loading provided by his/her crew. Assign personnel according to their skill level, with special attention to High Value/High Risk items, bulky articles, etc.
- The driver is responsible for checking each room, storage shed, garage, and other outside structures *with* the customer after loading is completed.
- Remove all debris prior to leaving the residence. Ensure the customer is satisfied with the clean-up.
- Have the customer sign all the paperwork (Inventory, High Value/High Risk Inventory, B/L, 619, etc.).
- If a shipment is picked up from a storage facility (non-temporary or commercial storage), obtain two (2) legible copies of the non-temporary storage inventory and:
 - Check each item against the NTS Inventory.
 - Take a rider/exception sheet noting any additional damage and/or loss. Rider/exception sheets must have completed header information and signatures of the warehouseman releasing, and the driver receiving the shipment.
 - If the NTS facility is unable to provide the original legible inventories, you must re-inventory the entire shipment. However, you must cross-reference the old inventory tag numbers with the new tag numbers (e.g. new Inventory #1 [old tag #40 green]).
 - Open any crushed cartons if it appears there may be damage to the contents. Repack if necessary.



HAULING AGENT RESPONSIBILITIES

2.9 PREPARING ARTICLES AND LOADING THE SHIPMENT

Propane Tanks

- Never accept propane tanks for shipment, even if they appear properly purged.



HAULING AGENT RESPONSIBILITIES

2.10 DOCUMENT DISTRIBUTION

TO THE CUSTOMER

- Copy of the GBL.
- Copy of the carrier's bill of lading.
- Legible copy of the Household Goods Descriptive Inventory.
- Legible copy of the High Value/High Risk Inventory.
- Legible copy of the DD619.

TO THE ORIGIN AGENT

- Legible copy of the Household Goods Descriptive Inventory.
- Legible copy of the High Value/High Risk Inventory.
- Legible copies of the Tare and Gross Weight Tickets

Call NFC with shipment weights including Pro-Gear weight ASAP; no later than 3 days after load day.



HAULING AGENT RESPONSIBILITIES

2.11 ARRIVAL AT DESTINATION

When you get to destination we will have a pretty good idea of whether the shipment will go into SIT or deliver direct to residence. We recommend contacting the destination agent 24 Hours prior to arrival (48 hours during the peak season 5/15 – 9/15) to arrange for labor or to get put into “line” to deliver the shipment to their dock for SIT.

If there are any problems with the DA taking in a shipment, please contact our Operations Department at (800)722-9144 for further direction.

Direct Delivery to Residence

If direct delivery to residence is authorized:

- Contact the customer to advise when you will arrive for delivery. Allow sufficient time to deliver, reassemble, and unpack items during normal working hours. Do not begin pickup or delivery to a residence prior to 8 a.m. or after 5 p.m., without prior approval of the TO or the customer. Do not begin any service that will not allow for completion by 9 p.m. without prior approval of the TO or the customer. Give the customer a two (2) hour window of arrival time.
- Confirm the delivery address and directions to residence.
- Get a heavy weight if a reweigh has been requested.
- Make sure your vehicle is in good condition and you have all the necessary help and equipment necessary.
- The driver is responsible for the actions and performance of the delivery crew.
- Contact our operations department upon arrival to residence.
- The driver should introduce or reintroduce him or herself and the entire crew to the customer.
- The driver and crew should accompany the customer through the residence to discuss the process of delivery, as well as any concerns the customer may have.
- Never smoke or permit smoking at the residence or anywhere near the vehicle. This is a primary cause of preventable van fires.
- Never use profanity.
- Lay down rug runners and padding to protect residence. This includes any padding of door frames as necessary.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 26, 2013



HAULING AGENT RESPONSIBILITIES

2.11 ARRIVAL AT DESTINATION

- Provide the original inventory to the customer to document delivery of items.
- Ask the customer if he/she has any concerns, questions, etc. If necessary, have the customer contact our office at (800)722-9144.
- Have the customer check off all items as they come into the house, preferably by initialing each item on the inventory, or using a Bingo sheet that is signed by the customer as the party checking off the shipment. It is important for us to have evidence that item(s) were received by the customer.
- Unloading at destination includes the one-time laying of rugs, and the one-time placement of furniture and like items in the room or area designated by the customer.
- At delivery, carriers must reassemble all items disassembled at origin, even if the shipment was picked up from a non-temp storage facility.
- On a one-time basis, all barrels, boxes, cartons, and/or crates will be unpacked and the contents placed in a room designated by the customer. This includes placement of articles in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with the safety of the article(s) and proximity of the area desired by the customer. It does not include arranging the articles in a manner desired by the customer.
- Perform unpacking and debris removal to the customer's satisfaction at the time of delivery, unless specifically waived in writing by the customer or their agent. National charges the hauler to arrange for another agent to perform unpacking or debris removal.

EXCEPTION: If the customer waives unpacking, ALL High Value/High Risk items must be unpacked at delivery and the contents and conditions verified.

- If there are any items the customer did not check off at the time of delivery, it is the driver's responsibility to go through the trailer and the residence to attempt to locate the items. If the items cannot be located, the driver and customer will list them on the Loss or Damage at Delivery Form and the inventory sheets as not being located.
- Completely fill out all blocks on the Loss or Damage at Delivery Form. See the instructions for the Loss or Damage at Delivery Form in the Government Forms section of this manual 8.11 & 8.12.



HAULING AGENT RESPONSIBILITIES

2.11 ARRIVAL AT DESTINATION

- List any damage or loss on the Loss or Damage at Delivery Form and inventory. Note the condition of the item on the forms (i.e. cracked top right shelf).
- The driver and customer both sign the Loss or Damage at Delivery Form, the inventory, the High Value/High Risk Inventory, and the B/L at the time of delivery.
- Leave three (3) copies of the Loss or Damage at Delivery Form with the customer. The carrier retains the top and bottom copies.
- Complete the DD619-1, documenting any additional accessorial services, such as a shuttle service, etc. The customer will sign and date the bottom of the form.

If SIT is authorized, you will unload the shipment to the DA's dock.

- ✓ Provide the warehouse personnel with the original inventory and High Value/High Risk Inventory to check off the shipment at the time of offset. The warehouse personnel will also fill out a rider/exception sheet indicating any loss or additional conditions at the time of offset.

The DA is required to show you any items that have additional exceptions taken and allow you the opportunity to look for any items documented as missing.

- ✓ Note any discrepancies or disagreements on the rider/exception sheet, prior to signing the form. Report disagreements to National's Claims Department immediately at (800)325-6889.

Sign the rider/exception sheet after offloading the shipment.



HAULING AGENT RESPONSIBILITIES

2.12 VAN OPERATOR QC CHECKLIST

BEFORE LOADING

- Call origin agent 24 hours before load date.
- Make arrangements for labor at origin at least 24 hours in advance.
- Arrive at origin agent's location by 8:00 AM at the latest and obtain any special instructions, directions, packing materials required, labor, paperwork, etc.
- The driver should have the following:
 - Household goods descriptive inventory.
 - High Value/High Risk Inventory.
 - DD619, Accessorial Services Performed at Origin.
 - Inventory stickers.
 - Tools required for disassembly.
 - Rug runners, pads, etc., to protect the residence.
 - Directions to residence.
 - Customer's phone number(s).
- Driver and crew must be in uniform. Screen your help and contact origin agent if you need help.
- Get the light weight.

ARRIVAL AT CUSTOMER'S ORIGIN RESIDENCE:

- Driver and crew must be in uniform.
- Meet the customer and introduce the loading crew.
- Consult with customer and identify any special needs or concerns.
- If firearms are being shipped, identify them and secure them.
- Protect residence by covering traffic areas, door frames and banisters.
- Tour residence with the customer, identify items being moved, segregate items not being moved.
- Confirm presence of items on High Value Inventory and ensure they are still sealed as required.
- Confirm delivery address and contact telephone numbers with the customer.
- Explain inventory and loading procedures.
- Discuss items which cannot be shipped.
- Inventory shipment and obtain customer signature and the date on each page of the inventory.
- If packing inventory was performed, confirm all cartons are accounted for.
- Headings on all inventory pages must be completed.
- Each item loaded must have an inventory tag.
- Make sure appliances have been serviced.
- Disassemble all items for transportation and place the parts in a parts bag, which is labeled and affixed to the item. If a parts bag cannot remain with the item, it must be placed in a utility carton and labeled as such.
- Overstuffed items should be plastic wrapped, except for crushed velvet, vinyl or leather.
- Use pads and/or skins on all furniture items.
- Special care should be taken to protect waxed surfaces.
- No mattresses should be loaded without a mattress carton.
- Ensure any last-minute items and mattresses used the night before are packed in the cartons left by the agent.



HAULING AGENT RESPONSIBILITIES

2.12 VAN OPERATOR QC CHECKLIST

AFTER LOADING IS COMPLETE

- Driver and customer should do a walk-through to make sure all items have been loaded.
- Make sure all van equipment has been accounted for and loaded.
- Double-check the paperwork and make sure it is all completed and signed as required.
- Thank the customer and ask if there are any final questions.
- Obtain a heavy weight and return to origin agent to have the papers rated and distributed.
- If you don't have room for the entire shipment, contact Operations immediately.
- Do not make promises regarding delivery unless you are 100% certain you can meet them. Have the customer call Operations for an ETA.

BEFORE DELIVERY

- Make arrangements for labor at least 24 hours in advance; 72 hours during peak season.
- Call destination agents 24 hours before delivery.
- Call customer 24 hours before delivery.
- Upon arrival at destination contact our Operations Department for delivery instructions.
- Sometimes a reweigh is requested and you must get your heavy weight before delivery to residence or SIT.

DELIVERY TO CUSTOMER'S RESIDENCE

- Driver and crew must be in uniform.
- Introduce unloading crew.
- Consult with customer and identify special needs or concerns.
- Protect residence by covering traffic areas, door frames and banisters.
- Provide customers with copies of inventories.
- Discuss inventory check-off procedures with customer. It is preferred the customer initial each item received.
- Explain and complete Statement of Loss and Damage at Delivery, noting damage or loss. Form must be dated and signed by driver and customer. Give customer a copy.
- Identify all firearms and other high value items and open in the presence of the customer.
- Have the customer acknowledge receipt of all high-value items by initialing each item received and signing High Value Inventory.
- Reassemble all items disassembled at origin.
- Unpack all items as requested by the customer.
- Place items in the home where directed by the customer.
- Check van and residence for any items that were not checked off at delivery.
- Report any overage or shortage to Operations or Claims.
- Call Operations or Customer Service if there are any problems or discrepancies at delivery.
- Obtain signatures on each page of the inventory, the High Value Inventory, Loss and Damage at Delivery, and the bill of lading.
- Remove all unpacking debris.
- Remove all van equipment and protective materials.
- Thank the customer. Make sure he has our 800 Customer Service number.



DESTINATION AGENT RESPONSIBILITIES

3.1 GENERAL REQUIREMENTS

- Provide necessary help to driver for direct delivery.
- Prepare an inventory rider during offloading by the driver into your warehouse.
- Allow driver to inspect items listed on rider/exception sheet.
- Permit driver to look through trailer and household goods for any items noted as missing at the time of rider/exception sheet.
- Provide unpacking and debris-removal service if the driver is unable.
- Reweigh if requested by the T.O.
- Unpack and remove debris for delivery out of SIT shipments as requested by the customer.
- Immediately notify National of any deliveries out of SIT when arranged by the customer or the local transportation office.
- Perform appliance de-servicing.
- Reassemble carrier disassembled items.
- Organize third-party servicing as requested by National.
- Identify, unpack and check all High Value/High Risk items.
- Supply the destination papers immediately to our office:
 - signed delivery inventory
 - rider/exceptions
 - DD619-1
 - signed High Value/High Risk Inventory
 - Loss or Damage at Delivery Form (it should also include claims contact information as follows: National Claims Services, Inc. Ph: 800-325-6889, email: ncs@nationalvanlines.com)



DESTINATION AGENT RESPONSIBILITIES

3.2 PERSONNEL & EQUIPMENT

PERSONNEL REQUIREMENTS

- Maintain a minimum of two (2) qualified personnel on a regular basis. However, the number of personnel required is subject to having sufficient personnel to provide responsive, quality service. Non-responsive service can result in non-use or disqualification.
- Staff facility at all times during normal working hours with sufficient administrative personnel.
- Have an English-speaking/writing employee available at the customer's residence at all times during delivery/unpacking of shipments.
- Have an English-speaking/writing employee at the administrative office during normal working hours, at all times.
- All personnel representing National must be in uniform while at the customer's residence and have proper identification. Uniform may consist of your own local warehouse shirts. All clothing should be clean and in good condition.

FACILITY AND EQUIPMENT REQUIREMENTS

As a designated agent for National, you should maintain your facilities and employ qualified personnel as outlined in the TOS and our agent agreements. Only warehouses meeting the standards of the DOD and passing their inspection are able to provide SIT services. Providing SIT for National is subject to our inspection of the facility. These are some of the factors and requirements necessary for the DOD to grant warehouse approval:

- Minimum of 2,000 cubic feet of storage space available for TGBL traffic. This excludes working space, fire aisles, overhead clearances, or access ways.
- Adequate door access to safely handle the largest DOD approved containers.
- Office facilities to accommodate the minimum personnel force required.
- A minimum of two private business telephone lines.
- Equipment to produce both linear and 2D barcode shipping labels or have contracted means to provide such.
- Maintain sufficient and suitable vehicular equipment for local use in the pick up and delivery of DOD personal property shipments. Closed, weather-tight vans will have a minimum of 1,000 cubic-foot capacity; open vehicles will have a minimum bed length of 16 feet. Two or more

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



DESTINATION AGENT RESPONSIBILITIES

3.2 PERSONNEL & EQUIPMENT

smaller vehicles that together equal the minimum requirements are acceptable. Equipment should be owned or under a long-term lease.

- Maintain at least one mobile lifting device (such as a forklift) capable of handling a minimum of 4,000 pounds at 24-inch center.

INSPECTION OF FACILITIES AND EQUIPMENT

National will only use warehouses with DOD approval and meet the standards of the DTR, the Rate Solicitation and National.

The government will perform an initial inspection.

The government will re-inspect your facility once every six (6) months following the initial inspection. For a volume of 25 or less shipments annually, if a sufficient history indicates a “B” or better, an annual inspection is sufficient.

National reserves the right to a “Best Practices Review” to ensure your facility meets requirements of DOD and National.

If any reported deficiencies warrant action, DOD or National may place your facility on “ineligible” status.

ACTIONS TAKEN WHEN DEFICIENCIES ARE DISCOVERED

Negative Warehouse Inspection Reports are a part of your permanent performance record.

Failure to exercise proper security measures (locking devices, insecure access to points, or structural discrepancies – broken doors, windows, or walls) and your facility will be immediately placed on ineligible status. The government will then notify us that it is in a non-use status, and will remain in effect until receiving written confirmation of corrective action taken and re-inspection of the facility.

DOD may place you on ineligible status if deficiencies in your facility cause damage or contamination to any DOD shipment. We will be responsible for removing the property to another approved warehouse and we will hold your agency responsible for any costs incurred.



DESTINATION AGENT RESPONSIBILITIES

3.3 INBOUND SHIPMENTS

The driver should contact your facility 24 hours prior to arrival (48 hours during peak season 5/15-9/15). Please advise the driver at this time whether you will be able to service the shipment. If you are at capacity or unable to handle the inbound shipment on certain days, please contact our Operations Department immediately at (800)722-9144.

All deliveries must be cleared with National. When a shipment arrives at your facility, contact us at (800)722-9144. Please make sure we have your correct name as it appears in DPS. We will notify you and the driver whether the shipment is going to residence or if it is going in to SIT. If a reweigh has been requested, the driver is to get his heavy weight before placing shipment into SIT. You can start unloading immediately when we tell you to do so – you do not need to wait for a SIT number.

DIRECT DELIVERY TO RESIDENCE

If the shipment is cleared for direct delivery to residence, you agree to help the driver locate qualified labor to accomplish delivery. The driver is responsible for paying your help directly.

Assist the driver with arranging any additional services necessary, such as third-party service.

If the driver is unable to provide unpacking or debris-removal services, your agency agrees to provide this service in a timely manner.

STORAGE-IN-TRANSIT

Storage-in-transit (SIT) is the holding of a shipment or portion thereof in the warehouse of the Transportation Service Provider or its agent for storage, pending further transportation. Onward movement or delivery to residence will be affected only at the request of National.

You can start unloading the shipment when directed by National. You do not need to wait for the base to provide a SIT control number.

The driver is required to offload the shipment to your dock.

Provide sufficient personnel to assist the driver or assist the driver in arranging personnel.

Provide sufficient personnel to make exceptions of the inventory and prepare a rider as the shipment comes into your facility.

Allow the driver sufficient access to the items to verify any exceptions for damage or missing items. It is extremely important you allow the driver the opportunity to look through the shipment to try and locate any items noted as missing.

If the origin agent failed to prepare a High Value/High Risk Inventory, write it on the exception sheet that no High Value/High Risk Inventory was available when the shipment was put into your SIT.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: October 1, 2013



DESTINATION AGENT RESPONSIBILITIES

3.3 INBOUND SHIPMENTS

Your agency and the driver must jointly sign and date the rider/exception sheet.

Complete handling-in-services by the third (3rd) working day following the date of the SIT control number.

Store the household goods personal property in a manner that protects it from all loss and damage.

Properly identify all lots of loose household goods, storage lots, and non-containerized household goods.

At the authorization of the TO or National, a shipper may withdraw a portion of his/her shipment or add to his/her shipment while the property is in SIT. Appropriate labor and pick-up/delivery fees outlined in the Rate Solicitation will apply. The customer is allowed only one (1) partial delivery unless previously authorized by the TO.

SIT PERIOD

The TOS states the shipment remains in SIT until National is notified that government-sponsored storage is expiring. Carrier liability terminates at midnight of the last day the carrier or warehouseman receives written notice from the TO the entitlement has ended.



DESTINATION AGENT RESPONSIBILITIES

3.4 DELIVERY OUT OF SIT

DELIVERY OUT OF SIT

- The customer will notify National or the destination TO office when they are available to accept delivery out of SIT. We will contact your office with this information and work out a specific delivery date with your office.
- If the customer or the TO contacts you directly about delivery, you MUST contact us immediately so we can take the actions necessary to deliver the shipment in DPS. A penalty will be assessed if we are not notified in advance.
- The TO may request a reweigh at the time of delivery out.
- Contact the customer to advise when you will arrive for delivery. Allow sufficient time to deliver, reassemble, and unpack items during normal working hours. You agree to not begin pickup or delivery to a residence prior to 8 a.m. or after 5 p.m., without prior approval of the TO or the customer. You further agree you will not begin any service that will not allow for completion by 9 p.m. without prior approval of the TO or the customer. Give the customer a two (2) hour window of crew arrival time.
- Confirm the delivery address and directions to residence.
- Make sure your vehicle is in good condition and you have all the necessary help and equipment.
- The delivery foreman is responsible for the crew's actions, delivery, reassembly, unpacking, etc.
- All personnel representing National must be in uniform while at the customer's residence and have proper identification. Uniform may consist of your own local warehouse shirts. All clothing should be clean and in good condition.
- The delivery foreman needs to introduce him or herself and the entire crew to the customer.
- Have the foreman accompany the customer through the residence to discuss the process of delivery and to discuss any customer concerns.
- Never smoke or permit smoking at the residence or anywhere near the vehicle.
- Never use profanity.
- Lay down rug runners and padding to protect residence. Pad door frames as necessary.
- Provide the original inventory to the customer to document delivery of items.

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: August 12, 2014



DESTINATION AGENT RESPONSIBILITIES

3.4 DELIVERY OUT OF SIT

- Ask the customer if he/she has any concerns, questions, etc. If necessary, have the customer contact our office at (800)722-9144.
- Have the customer check off all items as they come into the house, preferably by initialing each item on the inventory, or using a Bingo sheet that is signed by the customer as the party checking off the shipment. It is important for us to have evidence that item(s) were received by the customer
- Unloading at destination includes the one-time laying of rugs, and the one-time placement of furniture and like items in the room or area designated by the customer.
- Reassemble all articles disassembled by the carrier at origin (even if originally picked up from a non-temp storage facility).
- On a one-time basis, all barrels, boxes, cartons, and/or crates will be unpacked and the contents placed in a room designated by the customer. This includes placement of articles in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with the safety of the article(s) and proximity of the area desired by the customer. It does not include arranging the articles in a manner desired by the customer.
- Complete unpacking and debris removal to the customer's satisfaction at the time of delivery, unless specifically waived in writing by the customer.

EXCEPTION: ALL High Value/High Risk items must be unpacked at delivery and the contents and conditions verified, even if the customer waives unpacking.

- If there are any items the customer did not check off at the time of delivery, it is the foreman's responsibility to go through the trailer and the residence to attempt to locate the items. If the items cannot be located, the foreman and customer will list the items on the Statement of Loss and Damage at Delivery form and the inventory sheets as missing.
- If the customer identified any damage and/or loss, the foreman and customer will list the item and condition on the Statement of Loss and Damage at Delivery (commonly known as the '1850').
- Both the foreman and customer will sign the Statement of Loss and Damage at Delivery, the inventory, the High Value/High Risk inventory, and the B/L at the time of delivery.



DESTINATION AGENT RESPONSIBILITIES

3.4 DELIVERY OUT OF SIT

- Complete the DD619-1 documenting any additional accessorial services, such as shuttle service. The customer must sign and date the bottom of the form.



DESTINATION AGENT RESPONSIBILITIES

3.5 INTERNATIONAL & CONTAINERIZED SHIPMENTS

Generally, servicing of shipments moving to or from an overseas area has the same requirements as a domestic household goods or unaccompanied baggage shipment. However, there are some unique characteristics that need addressing:

- Don't remove the contents of containerized shipments from containers at the SIT warehouse.
- Shipments will remain containerized until de-containerization at the destination residence, unless authorized by the TO.
- Store and ship all containers in an upright position on the weight-bearing surface of the skid.
- Note damage to the seals, bands, or crates.
- Cut the bands, break the seals, and open the crates in the presence of the member/customer.



DESTINATION AGENT RESPONSIBILITIES

3.6 DOCUMENT DISTRIBUTION

Paperwork can be submitted in three different ways.

- E-mail to: storage-docs@nationalvanlines.com
 - Scan all documentation in a single PDF attachment.
 - Put customers name and Bill of Lading number in the subject line.
 - Retain a copy of each document that is emailed.
 - **Hard copies of the e-mailed documents do not need to be mailed to National.**

- Mail to: Attention Billing, National Forwarding, 2800 Roosevelt Road, Broadview, IL 60155
 - **Retain a copy of each document that is mailed.**

- Fax to:
 - A fax number is offered with the sole purpose of receiving billing documentation. Contact National Forwarding Billing Department for additional information.
 - **Hard copies of the faxed documents do not need to be mailed to National Forwarding.**

See the following page for a comprehensive list of what documentation needs to be provided.



DESTINATION AGENT RESPONSIBILITIES

3.6 DOCUMENT DISTRIBUTION

<p><u>PREMOVE SURVEY:</u></p> <ul style="list-style-type: none"> Local agent must perform and forward the completed NFC Premove Survey form and Table of Measurements prior to the first pack day to: Premovesureveys@nationalforwarding.com 	<p><u>SERVICE MEMBER PAPERS AT ORIGIN:</u> (Note 2)</p> <ul style="list-style-type: none"> GBL Inventory & HV/HR inventory DD619 (Note 5) <p><u>SERVICE MEMBER PAPERS AT DESTINATION</u></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 seven (7) business 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, ASAP Forward weight tickets and inventories, including the HV/HR inventory, to the origin agent within 3 days (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 619 & 619-1, 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 HR/HV inventory Reweigh 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 	

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 paperwork email addresses that should be used for processing paperwork to National Forwarding Co., Inc.

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
- Storage paperwork – storage-docs@nationalforwarding.com
- Delivery/hauling paperwork – hauling-docs@nationalforwarding.com

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

Note 3: Hauler/delivery agent papers must be sent to the booking carrier's home office 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

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, Shuttle Service, Extra Labor, Bulky Articles, and Mini Storage Pickup/Delivery.



OPERATIONS

4.1 SHIPMENT OFFER AND REGISTRATION

The DOD awards shipments directly to TSPs. Our Operations Department, in turn, offers shipments directly to agents for service. The shipment has already been registered with the TSP when it is offered to the agent.

Agents that have the best Customer Satisfaction Survey scores and Claims Averages will be the agents we call first.

Agents need to be in a position where they can quickly respond to request for service. We can't hold shipments waiting for a response.

We do not have a mandated self-haul radius, but agents providing hauling support on shipments within 700 miles, especially during the peak season, will be considered over agents that don't provide hauling support.

At the time of registration, we will provide you with a National bill of lading that includes:

- Our bill of lading number.
- The line-haul rate for revenue distribution.
- The destination agent.

In addition to the National bill of lading you will also receive:

- Our Pre-Move Survey Certification Form.
- Additional detail, as available, about the customer's shipment, such as alternate phone numbers and email addresses.



OPERATIONS

4.2 TRANSIT TIMES

- With regard to transit times, our primary goal is to provide our customers with direct deliveries whenever possible. Direct deliveries provide the lowest incidence of claims and the highest customer satisfaction. Therefore, we are more concerned with the Customer Availability Date as opposed to the RDD as established by the Transit Time.
- SDDC, the military service headquarters and the moving industry developed the transit time guide from actual transportation experience, capabilities, and schedules. These are the “minimum” times required to move shipments from origin to destination.
- A transit time is calculated in calendar days (Saturdays, Sundays, and holidays are counted as part of the transit period). However, pickup and delivery cannot be scheduled on Saturdays, Sundays, or holidays, unless there is a mutual agreement between the customer, PPSO, and the carrier. The transit times are a guide to determine the ‘maximum’ allowable period of time for determining the RDD.
- The day after pickup is the first day of the transit time. On consolidated shipments, or multiple pickups, the first day of the RDD is determined by the day after the last shipment is picked up.
- For transit times to or from Alaska, add additional days to the guidelines.
 - For shipments to or from Anchorage, Fairbanks, and all other Alaska points (except Adak, Kodiak, Juneau, Ketchikan, Sitka, and other cities located in the vicinity of these cities), add an additional ten (10) days for time in port to the guidelines.
 - For shipments to or from Adak, Kodiak, Juneau, Ketchikan, Sitka, and other cities located in the vicinity of these cities, add an additional twenty (20) days to the guidelines for time in port.



OPERATIONS

4.3 APU RULES

The Operations Department strives to service shipments directly by a hauling agent. However, there are instances where we require our local origin agents to service a shipment by local pick up for the purposes of meeting the required load date. This is especially true during the summer months.

It is critical when accepting a shipment for service that the origin agent is prepared to standby and pick up a shipment in order to minimize inconvenience to the customer if a driver is unavailable to make a direct pick up. Refusal to pick up a shipment will result in a revenue penalty to the agent.

When picking up the shipment, the agent is required to inventory and weigh the shipment.



OPERATIONS

4.4 WEIGHING SHIPMENTS

- Weigh all shipments on a certified scale.
- Determination of the net weight is the difference between the tare weight of the vehicle that shipment will be loaded on – prior to the actual loading of the shipment – and the gross weight of the same vehicle after the shipment is loaded OR, the gross weight of the vehicle with the shipment loaded, and the tare weight of the same vehicle after the shipment is unloaded.
- It is best to obtain the net weight at origin. A reweigh may be required at destination at the request of the TO.
- Obtain separate weights for any extra pick ups or overflows.
- Leave all pads, dollies, hand trucks, ramps, and other required equipment on the truck during the tare and gross weighing.
- No person(s) will be on the vehicle during the weighing.
- Fuel tanks should be full at the time of each weighing, or no fuel added between the tare weighing and the gross weighing.
- The TO and the customer have the right to observe weighing of the shipment upon request.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both. The following is information that is required on the weight tickets:
 - 1) The complete location and name of the scale
 - 2) The date of all shipments weighed
 - 3) The tare, gross and/or net weights
 - 4) The TSP or company identification of the vehicle
 - 5) The last name of the shipper as it appears on the Bill of Lading (BL); and
 - 6) The shipments GBL number
 - 7) The signature of the weight master or person performing the weighing
- Weigh Pro-Gear separately and note it on the GBL and the inventory. Ideally Pro-Gear should be listed near the beginning of the inventory and together with other Pro-Gear items. Use a bathroom scale or a platform-type scale for the separate weights of each carton. If a scale is not available, a weight of 7 pounds per cubic foot may be used. It is in our best interest to obtain a separate weight for each carton. Indicate if it is the customer's pro gear by writing "M-Pro" or the spouses pro gear with "S-Pro" on the inventory. (see 1.8 & 8.8.)



OPERATIONS

4.4 WEIGHING SHIPMENTS

Reweighing

- Upon request by the PPSO prior to delivery of a shipment, we may be required to reweigh the shipment. Regulations require we bill on the lower of the original net weight versus the reweigh net weight. Since the majority of shipments result in storage-in-transit, it is imperative to follow the same weighing procedures noted above.

Partial Delivery Weighing

- Upon request by the PPSO, the customer may require a partial delivery of household goods. This could be at the time the hauler offsets the shipment at destination, with a portion going to SIT and a portion delivered directly to residence; or it could occur after an entire shipment has delivered to SIT, and the customer now needs a portion delivered out.
- If a shipment partially delivers to SIT and a part to residence, the hauler will obtain a gross weight prior to delivery and a tare weight after delivering the portion of the shipment. The difference between the original net weight and the new net weight is the weight of the SIT portion.
- If the entire shipment is delivered to SIT, and later the customer needs a portion delivered out, the destination agent will obtain a gross and tare weight for the portion delivering out. The difference between the original net weight and the net weight of the delivery out portion is the weight to establish the amount remaining in SIT.



OPERATIONS

4.5 IN TRANSIT VISIBILITY

The TOS requires a carrier to provide in-transit visibility for all DOD personal property shipments upon request and at any point during the shipment. We are required to have the capability to monitor and report movement progress of any shipment under our responsibility. We will report to the destination TO all anticipated late shipments, new estimated times of arrival, present location, and reason for delay, etc. within 24 hours on domestic shipments and within 120 hours on international shipments.

Failure to provide the information or trace a shipment can result in immediate suspension. Therefore, it is imperative all agents cooperate and communicate with our operations personnel quickly.

This requires each agent to have a systematic approach to investigating the status and whereabouts of their personnel in a timely manner and to provide the information back to our office as soon as possible.



OPERATIONS

4.6 APPLIANCE SERVICING

Appliance servicing, and “de-servicing”, means preparing an article at origin to safely withstand transit, storage and reversing the process at delivery.

Only front load washers require servicing. Top loads do not require a locking kit/bolts in order to be safely transported.

Certain articles with free moving parts, mechanisms, attachments, or that need accessories, which if not properly serviced might damage or render the item inoperative during transit, may require third-party service. These are normally High Value/High Risk or unusual in nature and disassembly and reassembly may be necessary.

If an item appears to need third-party servicing, the origin agent should determine this at the time of the pre-move survey and notify National. We will request approval for the service in DPS and notify the agent of its approval or denial.

If the TO authorizes the service, the agent will arrange for assembly/disassembly or servicing/de-servicing of those articles.

Examples of items that may require third-party servicing are:

- Grandfather clocks
- Slate Pool Tables (non-slate tables just require removal of legs, no 3rd party needed)
- Large Wall Units/German Shrunk/Armoires
- Fitness Equipment (should be shipped whole unless the item needs to be disassembled in order to be safely removed from home-in which case a 3rd party should be requested)
- Other items of similar nature

Side note

Please be advised that if a 3rd party is not used at origin, it is very difficult to seek approval for 3rd party at destination. While you may have the capabilities to service these items without the need of a 3rd party, there is no guarantee that the delivery crew will have the same capabilities. We ask that a 3rd party be used at origin, so we can justifiably seek 3rd party approval at destination.



SPECIALIZED SERVICES & REQUIREMENTS

5.1 INCIDENTS OF MAJOR SIGNIFICANCE

An Incident of Major Significance is an unusual occurrence(s) that causes a significant amount of loss, damage, delay, including, but not limited to the following:

1. Acts of God/natural disasters (such as floods, storms, earthquakes).
2. Fire and smoke damage.
3. Accidents, such as collisions.
4. Strikes, labor disputes, work stoppages.
5. Civil Disturbances.
6. Unlawful entries, vandalism or theft resulting in substantial or significant loss.
7. Seizure of a carrier's/contractor's facility for failure to pay just debts
8. Closure of a carrier's/contractor's facility due to a court order.
9. Carrier Service failure/cessation of operations/bankruptcy.

Immediately report ALL Incidents of Major Significance to National by PHONE. When an incident of major significance occurs, take immediate action to ensure additional loss and/or damage does not occur. Do not dispose of any items without explicit approval from the TO and/or National.

We will immediately notify the origin TO, destination TO, and SDDC of the unusual occurrence, where it occurred, what we expect to occur to remedy the situation, and any adverse effect caused by the incident. Provide the following information:

1. Type of incident.
2. Location of incident.
3. Last name, first name, middle initial, grade, and Service/Agency of customer.
4. GBL number and date issued.
5. Code of Service.
6. Origin TO.
7. Destination TO.
8. Date shipment received by carrier.
9. RDD.
10. Date and time of incident or discovery thereof.
11. Amount of loss and/or extent of damage.
12. Current status of shipment(s), including new estimated time of arrival (ETA).
13. Name of vessel or flight and tail number (of aircraft).
14. Current location of the shipment (e.g., port, pier location, vessel, warehouse location, including the container's name and serial number if in a sea container).

In the event of the following unusual occurrences, the carrier/agents/contractors are responsible to:

In the Event of Theft/Vandalism



SPECIALIZED SERVICES & REQUIREMENTS

5.1 INCIDENTS OF MAJOR SIGNIFICANCE

- Immediately notify the appropriate law enforcement agency(s) and submit the report directly to our office.
- Telephone National's Claims and Customer Service Department at (800)325-6889.
- Provide 24-hour security.
- Advise your insurance company.
- Replace/repair security devices (doors, locks, etc) immediately.
- Ensure repairs to structural damage.
- Provide a detailed report of any loss and/or damage.
- As necessary, begin unpacking/repacking affected goods. Opened cartons will be repacked, resealed, and marked "inspected."
- Clean and/or repair items. Keep records of all dry-cleaning or other services performed and provide them to our office immediately.
- We must provide a written report of all known facts and actions taken within ten (10) working days (including statements from any and all employees involved with the incident).

Flood/Storm/Water or Fire/Smoke Damage

- Take immediate actions to prevent further damage.
- Call National's Claims and Customer Service Department at (800)325-6889.
- Provide 24-hour security.
- Advise your insurance company.
- Begin unpacking, inspecting, drying, and repacking of all affected goods. Cartons that are open or opened will be repacked, resealed, and marked "inspected."
- Clean and/or repair items. Keep records of all dry-cleaning or other services performed and provide them to our office immediately.
- Do not discard any items unless instructed by the PPSO.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



SPECIALIZED SERVICES & REQUIREMENTS

5.1 INCIDENTS OF MAJOR SIGNIFICANCE

- Provide a detailed report of all loss and/or damage to our office immediately.
- We must provide a written report of all known facts/actions taken within ten (10) working days (including statements from all employees involved with the incident).
- Obtain a copy of the fire inspector's report and any police reports and forward to our office immediately.

Areas disrupted by strike or work stoppage

- Call National's Claims and Customer Service Department at (800)325-6889.
- Provide us with labor and management contacts.
- Advise us of the main issue in dispute.
- Provide the date the disruption began or may begin.
- Advise us if a local union is involved and provide names and telephone numbers of such people.
- Provide a preliminary outcome of the situation.



SPECIALIZED SERVICES & REQUIREMENTS

5.2 FIREARMS

The Department of Defense requires carriers 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 carrier and agent to take effective steps 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 carrier should be disqualified from further participation in the DOD Personal Property Program.

ORIGIN AGENT PROCEDURE

A.) With specific PPSO approval, firearms may be transported in a locked gun safe, provided that only the customer has a key and the locking of the gun safe at origin and the unlocking of the gun safe at destination is witnessed. Rifles or other firearms in gun cases, locked or otherwise, must be packed in a carton as outlined below.

B.) With the exception of "A" above, all firearms must be packed within a carton. The carton should not be labeled as containing firearms. However, an example label would be sporting goods.

C.) The carton must be listed on the inventory of the shipment, identifying the firearm and listing its make, model and serial number. **Note:** That means all of this information should be on both the regular inventory and the High Value/High Risk Inventory.

D.) All firearms must also be listed on the High Value/High Risk Inventory. Security seals must be affixed on the seams at the top and bottom of the carton. The customer must witness the packing of the firearms and sign the seals. Additional seals should be used if necessary to adequately secure larger cartons such as wardrobe cartons.

E.) It is the origin agent's responsibility to complete the High Value/High risk Inventory at the time the seals are affixed. The origin agent must ensure the driver is aware of the firearms prior to loading.

F.) Revenue Penalty - If the origin agent does not follow the procedures referenced above, and if firearms are lost and/or stolen, the origin agent will forfeit their entire booking commission. Further, if a Carrier Review Board is convened against the carrier, the origin agent will hold the carrier harmless from any and all expenses incurred to defend and/or appear at the Carrier Review Board.

IN-TRANSIT PROCEDURE

A.) Any time the shipment changes hands, the receiving party should check off the High Value Inventory and carefully scrutinize the seals, acknowledging receipt of the high value items and the fact security seals are still in place and undisturbed. If there is any question about whether the seals are intact, 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 seals numbers annotated on the rider.



SPECIALIZED SERVICES & REQUIREMENTS

5.2 FIREARMS

B.) There is a mandatory unpack for firearms at delivery, as part of the High Value/High Risk Program. The customer must initial each item on High Value/High Risk Inventory, including the firearms, and sign that they were received.

C.) If firearms are noted as missing or if any irregularities are noted, our Claims and Customer Service Department is to be telephoned immediately at (800)325-6889.



SPECIALIZED SERVICES & REQUIREMENTS

5.3 PROHIBITED ITEMS

The TOS **prohibits** shipping the following items on a DOD military shipment. Give this or a similar list to the customer at the time of the pre-move survey or packing:

Drain all engine power-driven equipment of all fuel, oils, and other fluids. Run engine until stalled; allow fuel tank and lines to remain open for 24 hours prior to pickup, disconnect non-spill gel-type batteries, and tape the ends to prevent short circuit. Always load articles in an upright position and prevent contact with surfaces of other articles.

Combustible Liquids

- Alcoholic beverages (any single container exceeding one-gallon capacity).
- Alcohols.
- Antifreeze compounds.
- Camphor oil.
- Fluid cleaners (containing combustible materials, e.g., spot clothing cleaners, office machine cleaners, etc.).

Corrosive Liquids

- Acids – muriatic acid, nitric, photographic, sulfuric.
- Batteries with acid.
- Disinfectants.
- Dyes.
- Flame-retardant compounds.
- Iron/steel, rust preventing/rust removing compounds.
- Paint and paint related materials.

Explosives

- Ammunition.
- Black powder.
- Blasting caps.
- Dynamite, plastics or any similar explosives.
- Explosive auto alarms.
- Fireworks.
- Fuse lighters.
- Igniters.
- Primers.
- Propellants.
- Signal flares.
- Smokeless powder.
- Souvenir explosive instruments of war.
- Spear guns with charged heads.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



SPECIALIZED SERVICES & REQUIREMENTS

5.3 PROHIBITED ITEMS

- Toy propellants or smoke devices.

Flammables

- Acetone.
- Adhesives (glues, cements and plastics).
- Ammonia.
- Charcoal briquettes.
- Cleaning fluids.
- Compound 3 weed killers.
- Denatured alcohol.
- Enamel.
- Gasoline.
- Insecticides.
- Kerosene.
- Lacquer.
- Leather dressing or bleach.
- Lighter fluids (pocket, charcoal, camp stove, lamp or torch).
- Liquors (any single container exceeding one-gallon capacity).
- Matches.
- Oil stains for wood.
- Paint.
- Paint or varnish remover.
- Petroleum products.
- Polishes, liquid (metal, stove, furniture and wood).
- Propane or other gas used for cooking or heating purposes.
- Propane tanks.
- Shellac.
- Shoe polish.
- Solvents, plastic.
- Stains.
- Turpentine.
- Varnish.
- Wood Filler.

Gases - Compressed

- Engine-starting fluids.
- Fire extinguishers.
- Gases used in welding.



SPECIALIZED SERVICES & REQUIREMENTS

5.3 PROHIBITED ITEMS

- Scuba diving tanks containing not more than 25 pounds per square inch at 70 degrees Fahrenheit may be shipped as household goods or unaccompanied baggage. Servicing includes the following:
 - a. Written certification of purging serviced by dive shop or licensed individual qualified to perform purging. A tag or label must be affixed to the tank certifying that service was performed.
 - b. Completely empty tank, remove the valve, and replace valve with plug designed for this purpose.

Aerosol Cans

- Any containing flammable gas, flammable liquid, toxic, or corrosive substance.

Chlorinated Hydrocarbons

- Found in certain decorative lamps.



QUALITY ASSURANCE

6.1 CUSTOMER SATISFACTION SURVEY

Success in the DP3 program depends on Customer Satisfaction. Customer Satisfaction is measured by a Customer Satisfaction Survey each customer is asked to fill out after the completion of the move.

There are 12 total questions on the survey. Questions 1-3 and 10-12 apply to the origin and destination PPSOs. Questions 4-9 apply to the TSP and our agents.

Here are the questions that apply to us:

Customer Satisfaction Survey Questions	
4. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:	Questions #4 - #8 Excellent = 12 points
5. Evaluate services provided at origin such as the care, courtesy, and attitude of the loading crew:	Good = 9 points Satisfactory = 6 points
6. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Provider (mover).	Poor = 3 points Unsatisfactory = 0 points
7. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.	Question #9 Excellent = 40 points
8. Evaluate how satisfied you were with the timeliness of the delivery of your personal property by the Transportation Provider (mover).	Good = 30 points Satisfactory = 20 points Poor = 10 points
9. Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow-up.	Unsatisfactory = 0 points

It is important for you and your crews to know these are the questions the customer is going to answer to assess the service provided on the move. These are questions about how we made the customer feel as opposed to the old program that was based solely on objective criteria. This emphasizes that "attitude" is an extremely important part of good customer service.



QUALITY ASSURANCE

6.2 REQUIREMENTS & STANDARDS

- Satisfactory Service – The DOD customer is the primary gauge of quality as determined by the results of the CSS.
- Inspection Requests – Inspections by the PPSO are used to help validate that TSPs are performing in accordance with the terms and conditions of the program. When requested by another PPSO, the DOD customer, SDDC, or TSP, a PPSO must make a maximum effort to inspect a specific shipment.
- QA Actions – A warning or suspension may be issued whenever a TSP violated any provision of its agreement, the business rules, or commits unethical or unlawful acts. A PPSO may also recommend disqualification of the TSP to SDDC.

Letter of Warning

A PPSO may issue a LOW for a scored shipment (Customer Satisfaction Survey) regarding the comments made by the customer or a non-scored shipment (Tender of Service violation, business rule violation, etc).

Letter of Suspension

There are two types of suspensions and both must provide a response with corrective action. If no action is received, the suspension will be in effect until the corrective action is provided and accepted.

1.) Regular Suspension

A regular suspension may be imposed when a TSP repeatedly violates any provision of its agreements or commits any single violation, which merits a suspension. The TSP has 20 days to respond to the notification and the effective date of the suspension is 21 days after notification and lasts 30 days. Examples of violations that include some, but not all, reasonable grounds to impose a regular suspension:

- Repeated failure to perform a pre-move survey as required
- Repeated failure to meet the RDD entered on the BL

There are two types of suspensions:

BLOC Market Suspension – moderately restrictive and issued from a market (dHHG, iUB, or iHHG) in which the violation occurred.

BLOC Suspension – most restrictive, suspension for all markets from the BLOC where the violations occurred

2.) Immediate Suspension

An immediate suspension is effective on the date the PPSO initiates the suspension. There are two types of suspensions:



QUALITY ASSURANCE

6.2 REQUIREMENTS & STANDARDS

BLOC Market (dHHG or iUB or iHHG) – moderately restrictive to the market in which the violation occurred. The suspension may be issued for, but not limited to:

- Refusal of standard shipment award
- Missed pickup
- DOD customer's property remaining in a TSP's origin facility on or after the RDD
- TSP personnel smoking in the customer's residence or near the moving van

BLOC Suspension – most restrictive – suspension is for all markets originating from the BLOC where the violation occurred. The BLOC suspension may be issued for the following violations, including but not limited to:

- Turn-back – TSP notifies origin PPSO they can no longer service a shipment previously accepted
- Personnel being under the influence of, or using alcohol or unlawful drugs at the DOD customer's residence
- Personnel using abusive language, actions, or immoral conduct in the presence of the DOD customer or the DOD customer's family
- Evidence of fraud and/or theft
- Evidence of deliberate damage
- Holding a shipment hostage
- Using a non-qualified DOD warehouse for storage of a customer's shipment
- A shipment being transported where it isn't protected from the elements
- A shipment remaining at origin facility past the RDD or after the customer's desired delivery, whichever is latest

The usual suspension length is 30 days. TSP corrective action must be provided to the PPSO no later than 15 days following the suspension and the TSP remains in suspension until acceptable corrective action is completed. No shipments are awarded the TSP during the suspension period and the PPSO can take back shipments previously awarded the TSP.



QUALITY ASSURANCE

6.2 REQUIREMENTS & STANDARDS

Most Common Letter of Warning Violations

- Weight tickets not signed, not on a certified scale, customer name or GBL not listed
- Origin documents not received by the base within 7 workdays
- Tape has been placed on a tote
- Items marked PBO 'packed by owner'
- Furniture or rug not described on inventory – 'floral loveseat, blue stripe chair, plaid rug, etc'
- Make, model and serial number not listed for electronics
- Contents of dresser/chest not listed – empty or towels, linens
- Toolbox – empty or full of tools
- Pro Gear not listed on inventory or no weight listed on GBL
- GBL and copy of inventories not given to the member on load day
- Header of inventory not completely filled out on EVERY page
- Inventory not signed and dated
- Parts and hardware missing
- Failed to advise base of delivery out of SIT
- Failed to unpack and reassemble at destination
- Failed to send Pre Move Survey in a timely manner
- Using used boxes for mattress, linen or clothing
- Smoking at the residence
- Using profanity



QUALITY ASSURANCE

6.3 TSP ASSESSMENT PROGRAM

The Best Value Score (BVS) is the weighted total of the TSP's Performance Score (PS) and Rate Score (RS). The Performance Score consists of the TSP's Customer Satisfaction Score derived from completed customer satisfaction surveys. The Rate Score is derived from the TSP's rate filing as compared to other TSPs. The Performance Score or Customer Satisfaction Score (CSS) makes up 70% of the BVS. The Rate Score makes up the remaining 30%. This places the emphasis on customer satisfaction rather than price.

The BVS is utilized to place TSPs on the Traffic Distribution List by traffic channel.

Customer Satisfaction Survey – Performance Score (70% of BVS)

Please refer to Section 6.1 discussing the Customer Satisfaction Survey.

Rate Score (30% of BVS)

TSPs file rates for an entire one-year period with an effective date of May 15 of each year.

*Change effective with the May 15, 2014, rate filing. TSPs will file peak and nonpeak rates and the seasonal rate adjustment will be eliminated.

Domestic Program – TSPs file two discounts, a Bottom Line Discount (BLD) and an SIT discount. Since the Rate Score is comprised of two elements, they must also be weighted. 80% is attributed to the Bottom Line Discount, and 20% to the SIT discount. These factors are combined and then compared against other TSPs to calculate the Rate Score for each TSP in each traffic channel. The TSP with the largest BLD and SIT discount earns the full 30 points for the Rate Score.

International Program – TSPs file an all-inclusive Single Factor Rate (SFR) for all transportation services. SIT rates are established by the International Rate Solicitation and are not subject to a discount. TSPs' single factor rates are compared against other TSPs' filings to generate a relative Rate Score. The TSP with the lowest SFR earns the full 30 points possible for the Rate Score.

The bottom line is that the TSP is assigned a Best Value Score based upon its relative position vis-à-vis other TSPs with customer satisfaction being accorded 70% of the Best Value Score and price 30%. For more detailed information pertaining to the Best Value Score and its calculation, see Defense Transportation Regulation Part IV, Personal Property IV-403-01, Chapter 403, Best Value (BV) available on the SDDC website at www.sddc.army.mil.



CLAIMS

7.1 GENERAL GUIDELINES

In accordance with the Tender of Service, a TSP and its agents agree to exercise care to prevent loss or damage of personal property in the process of packing, and will properly and amply protect personal property in our possession. Claims can be financially devastating to a TSP and agent. Therefore, prevention is the best protocol.

NEED DELIVERY PAPERS IMMEDIATELY - DP3 changes many things about the way a claim is settled for a TSP. Some of them filter down to the agent, and among these are the need for delivery paperwork (inventory, riders, HV/HR documents, and 1850/51) to be sent to the TSP immediately following delivery.

It starts with expending the time and money necessary to hire and train your personnel. In accordance with the Tender of Service, you agree to staff quality personnel meeting the minimum requirements previously set forth. In addition, National Forwarding Company has additional requirements, such as a background check.

Each crew must have at least one (1) English-speaking/writing employee.

Qualified personnel:

- Are trained in their assigned duties in handling personal property.
- Have passed a background check.
- Refrain from alcohol, drugs, smoking, and profanity while on the job

Further, you agree to maintain facilities and equipment in good working condition and defect-free, meet the minimum requirements set forth in the TOS and Rate Solicitation, and to take all necessary precautions to prevent loss and/or damages.

SDDC is no longer paying for certain third-party services. As an agency working in today's environment you will need to have an in-house "expert" for things like crating, frontload washers, flat panel TVs, etc. All agents must know how to crate, how to install the stabilizer bolts on frontloading washers, and provide the correct cartons for flat panel TVs.

Certain articles liable to cause damage may be declined for shipment. Use every precaution to avoid packing or shipping these to prevent damaging other articles in shipment. You may decline for shipment any household good that by its inherent nature is liable to impregnate, contaminate, or otherwise cause damage to other household goods or equipment.

It is important to also remember the amount of traffic awarded to a TSP in large part depends on the TSP's Customer Satisfaction Survey scores. For that reason, it's critical each employee that comes in contact with the customer exhibits a helpful, caring attitude. The following are a few examples of things that will help you get high scores:

- There should be a crew chief on each job, whose first act should be to introduce himself and all crew members to the customer, and advise that he/she will be the customer's "go-to" person with any questions or concerns.

National Forwarding Co., Inc. Policies and Procedures Manual

Revised Date: September 24, 2013



CLAIMS

7.1 GENERAL GUIDELINES

- The next thing should be to make sure the customer has any wallets, jewelry, or other valuables not being shipped locked in the trunk of their car (not just set in a corner or put in an unlocked room). This protects everyone from claims involving this type of item.
- Find out about any items the customer may particularly be concerned about, and go the extra mile to ensure safe transport of those articles.
- Set the customer at ease by displaying a professional attitude and skill set.
- Ensure each helper takes care to protect the household goods and treats the customer with courtesy.



CLAIMS

7.2 MOLD & MILDEW

Exposure of household goods to mold and mildew can result in claims of catastrophic proportions. The following are just some of the measures to be taken to prevent a problem with mold and mildew:

- When picking up a shipment, particularly from NTS, inspect all items carefully for mold or mildew. If there is a substantial amount of water damage or mold/mildew, do not take possession of the shipment. Call us at (800)325-6889 and ask for Kevin or Pam. Once we take possession of the shipment, even if all damage is noted on a rider, the expenses associated with mitigating further damage can be astronomical, and will be ours to bear.
- NEVER deliver wet, moldy or mildewed items to a customer.
- Keep all facilities in good repair, including trailers and warehouses. A trailer leak can result in tremendous claims costs.



CLAIMS

7.3 INCONVENIENCE CLAIMS

We have a responsibility to pick up and deliver a customer's household goods on the agreed dates. The Defense Transportation Regulation requires that we reimburse the customer and family for expenditure of funds for lodging, food, rental/purchase of household necessities, and directly related miscellaneous expenses. We have fifteen (15) days from receipt of the written claim and/or receipts to acknowledge the claim, and we have thirty (30) days in which to settle it. Our policy for delay/inconvenience claims varies. We will normally offer a few options and allow the customer to choose the most convenient. The following are the options most often offered:

1. If the customer chooses to stay in their home waiting for pick up or delivery, we allow them the opportunity to purchase necessities, such as air mattresses, bedding, towels, washcloths, and occasionally lawn chairs or something to sit on. The TOS permits the customer to rent televisions and other necessary items, and we have to reimburse them. We will normally approve a fair amount for cookware, plastic ware, paper ware, etc. (food not reimbursed, because they would normally have to purchase it). Another option might be to approve meals eaten out. If the customer had a washer/dryer on their shipment, we will authorize reimbursement of laundry expenses.
2. Reasonable hotel/motel reimbursement and meals. If the shipment contains a washer and dryer, we will reimburse for laundry expenses. We may approve other expenses depending on the situation.
3. A flat daily rate (determined by family size, weight of shipment, etc). Such a payment is the exception and not the rule, as no receipts would be requested. Such a payment would usually be far less than the amount we would have to pay if we required receipts, and would often involve an unusual situation of some kind.



CLAIMS

7.4 RESIDENCE/PROPERTY DAMAGE CLAIMS

Damage to a residence or property at origin or destination can be costly, especially if the damage requires an outside contractor to remedy the situation. These types of claims can be extremely stressful to a homeowner, especially if it's in a residence at origin. More times than not, we have to work with a leasing agent or a realtor and new owners to remedy these situations. Most instances are due to poor planning or negligence.

The TSP is ultimately responsible for settling these claims directly with the customer. However, if your agency caused the damage, we strongly encourage you to handle it directly with the customer, as long as the customer is satisfied. You are often in a better position to find and utilize high-quality, reasonably priced handymen or similar companies to fix any damages to the customer's satisfaction. Otherwise, you can refer the customer to our Claims Department to speak directly with an adjuster at (800)325-6889.

To avoid Residence/Property claims, these precautions should be taken at loading and unloading:

- Never pull a trailer into a driveway. They are too heavy and often cause damage to the asphalt. Also, property damage to shrubs, mailboxes, wires, etc. occur most often when a driver is attempting to pull out of a driveway.
- Consider the use of a form to indicate the "before" and "after" condition of the house and property.
- Lay runners down on the flooring of the home to protect it from soil, mud, oil, or furniture damage.
- Pad all door jambs to prevent damage to doorways when removing or placing furniture.
- The crew leader is responsible for his entire crew – he or she should be monitoring the work of any help, and only use personnel that are the most qualified.
- Proper training begins with the owners and management. It is highly important to make this a continuous process.
- Never drag items across floors, especially heavy items on linoleum floors.
- Be especially careful with wooden floors, as scratches in wood floors are often not spot repairable, and can result in very expensive claims.

The responsible party is fully liable for damage that occurs to a residence or property. **NOTE:** while any damages to the property should normally be noted at delivery to be payable, this is not an absolute. Especially when such damage is not noted in writing at delivery, we may ask you to investigate and provide feedback or written statements. We will attempt to take all facts and statements into consideration before making any decision on liability.



CLAIMS

7.5 LOSS AND/OR DAMAGE CLAIMS

The new Claims Liability Business Rules document now governs a TSP's claims liability. All shipments are released at Full Replacement Valuation (FRV), and the TSP first tries to settle the claim with the customer. The customer then can go to the Military Claims Office (MCO) on an item-by-item basis, if not satisfied with the TSP's response, and finally, the Defense Office of Hearings and Appeals (DOHA) still has authority over the MCO's decisions regarding TSP liability.

Claims filed in DP3 must be filed in DPS. In fact, a TSP that settles claims outside of DPS can be taken before a Carrier Review Board, with stiff penalties possible.

Quick Claims are the exception to the DPS filing requirement. If the amount is under \$500.00 and the claim is paid within five (5) days of delivery, it need not go into DPS. If a delivery crew makes a cash payment to the customer at delivery for minor damage, this would be an example of a valid quick claim. There is no standard claim form that needs to be used, but the customer should sign something that states a payment has been made and what it is for. The TSP should be notified of any quick claims, so no duplicate payments are later made.

Any shipment, whether DP3 or not, that picked up after November 1, 2007 (October 1, 2007 for International) is automatically released at Full Replacement Liability (FRV), with a maximum liability of \$4.00 times the net weight of the shipment, or \$50,000.00. Smaller shipments still have a minimum cap of \$5,000.00 coverage.

Timelines and deadlines are as follows:

- Damage and Loss that is noticeable at delivery should be recorded on the Loss and Damage at Delivery Form, commonly called an 1850.
- Later discovered loss or damage is recorded on either the "Loss and Damage After Delivery Form," or by going into DPS and completing a Loss and Damage Report. All damage must be noted within seventy-five (75) days (see Claims Liability Business Rules for exceptions).
- The customer has nine (9) months to file a claim with the TSP to get Full Replacement Valuation – otherwise the valuation is depreciated value, with a maximum liability of \$1.25 times net weight
- The TSP has sixty (60) days to settle a completed claim; however, after thirty (30) days the member can transfer a claim to the Military Claims Office (MCO), if not satisfied with the progress of the claim
- The filing and subsequent settlement of the claim is done through the DPS system
- The member can forward individual items to the MCO for further consideration, if not satisfied with the TSP's offer for these particular items



CLAIMS

7.5 LOSS AND/OR DAMAGE CLAIMS

A claim may be filed directly with the military within nine (9) months, or with military or TSP from nine months to two (2) years of delivery, at depreciated value (\$1.25). The military has four (4) years from delivery to recover from a TSP.

IMPORTANT: When you receive notification from us that a Loss and Damage Report, 1850/51, or Claim has been filed, please immediately review the information and provide all delivery documents, comments, or other information we may not have, so there is no unnecessary delay to the investigation or settlement of the claim. It is critical we settle the claim quickly for customer satisfaction, but without sacrificing a full investigation. We need all the facts to make the right decision, and we cannot afford to wait for paperwork, as there is a penalty to pay in terms of customer satisfaction. Our goal is to pay what is fair and proper (no more and no less), but with no unnecessary delays and while providing good service to the customer.



CLAIMS

7.6 INSPECTIONS

The Claims Liability Business Rules requires the TSP to obtain any necessary estimates or inspections, and this is a major change that went into effect with Full Replacement/Direct Settlement. Inspection costs can be expensive, especially if they involve travel time. Our policy is therefore to review each claim closely, to determine if it is worthwhile to send out a repair firm, or whether it is more cost-effective to ask for photos, and make a determination using the documentation and photographs. Due to the costs associated with inspections, we split the fees associated with inspection reports between all parties/agents that had liability. We do not prorate depending on percentage of liability, as that is not administratively feasible. The following are some of the things we consider when determining whether or not to send out a repair firm:

- The apparent type and extent of damage.
- Experience and quality of repair firms in the local areas.
- The cost of inspections and repairs versus the apparent value of the items on the claim.
- Information we may have about the particular claimant.

The percentage of claims we inspect has been around 50%, and with rare exception, we require photos in the absence of an inspection. (We also require photos from repair firms.)

Note: an inspection stating damage is new-transit damage will overcome any inventory annotations about pre-existing damage. It is therefore imperative when checking in a shipment and taking a rider, any obvious new damage be also written up by the receiving agent, regardless of inventory exceptions. (We do not condone re-writing all PED on the rider – this serves no purpose and simply irritates drivers.)



CLAIMS

7.7 CLAIMS LIABILITY AND CHARGEBACKS

The following charge-back policies are for loss and/or damage not caused by negligence. If it is determined either negligence or a catastrophic occurrence (such as a fire or traffic accident) was involved, full liability may be charged to the agent.

Negligence is defined as circumstances leading to excessive loss or damage that could have been foreseen. This includes poor use of packing materials, packing heavy items with fragile items, using personnel that are not qualified, poor maintenance to facilities or equipment (such as water damage from a trailer leak), fire, theft, etc.

Any agency doing business with National agrees to the following charge-back procedures, unless there is a contractual agreement that differs. No agent or driver has permission to make an agreement on our behalf to alter liability provisions.

NOTE: See the separate section in this guide on High Value/High Risk Procedure. A failure to properly execute the correct HV/HR Form, or failure to follow other High Value/High Risk procedures as outlined in this manual, may result in an agent being held fully liable for any and all items claimed missing from cartons.

1. Origin Agent

- Damage is limited to \$1.25 per pound, per article.
- Damage to packed items will be the packer's responsibility unless evidence shows another party is responsible.
- Damage or Loss on containerized shipments shall be the responsibility of the crating agent unless another party is shown to be responsible.
- Missing items deemed to be origin agent liability are charged in full.
- Loss from cartons that appear to have been delivered intact and still sealed (and not on a properly completed High Value/High Risk Inventory) is split evenly between all parties that handled the shipment.
- If the item is a High Value/High Risk item and was not listed on the High Value/High Risk Inventory, then the origin agent will be charged in full for that missing item.
- Willful damage to any household goods is charged in full.
- Damage to residence or property is charged in full.
- National requires a rider/exception sheet be taken anytime a shipment changes hands.
- If there is no loss or damage, a rider/exception sheet should indicate "NONE." Failure to take a rider/exception when picking up a shipment from a NTS facility may result in full liability.



CLAIMS

7.7 CLAIMS LIABILITY AND CHARGEBACKS

2. Hauling Agent

- Damage is limited to \$1.25 per pound, per article.
- Missing items deemed to be hauler liability are charged in full.
- Loss from cartons that appear to have been delivered intact and still sealed (and not on a properly completed High Value/High Risk Inventory) is split evenly between all parties that handled the shipment.
- Willful damage to any household goods is charged in full.
- Damage to residence or property is charged in full.
- National requires that a rider/exception sheet be taken anytime a shipment changes hands.
- If there is no loss or damage, a rider/exception sheet should indicate "NONE." Failure to take a rider/exception when picking up a shipment from a NTS facility may result in full liability.
- Tracing for missing items should commence when loss is first brought to the attention of a driver or agent on a rider or delivery document (not wait for a tracer request).
- Inventory exceptions taken by the driver at origin should not be overwritten. This has often resulted in customer dissatisfaction (lower survey scores), and does nothing to protect the driver, since we are investigating the claim anyway and an inspection will override the inventory. Inventories deemed to be grossly overwritten will not be disregarded in the adjudication process.

3. Destination Agent Liability

- Damage to packed items is limited to \$1.25 per pound per article.
- Missing items deemed to be destination agent liability are charged in full.
- Loss from cartons that appear to have been delivered intact and still sealed (and not on a properly completed High Value/High Risk Inventory) is split evenly between all parties that handled the shipment.
- If the item is a High Value/High Risk item and was not listed on the High Value/High Risk Inventory, then the origin agent will be charged in full for that missing item.
- Willful damage to any household goods is charged in full.
- Damage to residence or property is charged in full.
- National requires a rider/exception sheet be taken anytime a shipment changes hands.
- If there is no loss or damage, a rider/exception sheet should indicate "NONE." Failure to take a rider/exception when picking up a shipment from a NTS facility may result in full liability.



CLAIMS

7.7 CLAIMS LIABILITY AND CHARGEBACKS

- There is no automatic exemption for missing hardware or missing pieces of disassembled items. If the missing hardware or pieces are such that they would have been noticeable coming into your possession, then an entry must be made on the rider for liability to be shifted to the previous party.
- Tracing for missing items should commence when loss is first brought to the attention of a driver or agent on a rider or delivery document (not wait for a tracer request).
- The receiving agent should not “re-inventory” all damages that have already been listed on the inventory by a driver; however, if damage is obviously fresh, it should be noted.



CLAIMS

7.8 SALVAGE

The TSP has a right to salvage any item for which it pays full replacement. An agent who has been limited to \$1.25 per lb., per article would not technically be entitled to salvage, since they did not have to pay the full replacement cost. However, if you are the local agent on a claim where we are reimbursing the customer at FRV, we will generally encourage your agency to pick up the item, even if you were not the party charged (since you are generally the only one close enough to pick up the items). In fact, we may at times specifically request you go out and pick up certain items for salvage. We would hope you would do this without fee as well, keeping in mind we are doing this in order to prevent claimants from collecting the full amount and keeping the item also.

***Note:** We also may sometimes offer the customer a much smaller cash allowance as an alternative to replacement, especially when the item is still usable for its intended purpose.



FORMS

8.1 CUSTOMER CHECKLIST FOR A SMOOTH MOVE

This is a sample document of information that should be provided to the customer prior to the packing of the shipment. The counselor at the TO should have provided similar information, but it's a good idea to ensure the customer is aware of these specific requirements.

Your Checklist for a Smooth Move

BEFORE YOUR HOUSEHOLD GOODS ARE PACKED

- Prior to packing, put together your own list of all high value/high risk items that you may have. Make sure all of these items are put on the High Value/High Risk Inventory. The packers will also use our special security seals on top and bottom of the box. This applies to all valuable small items, like expensive figurines, statues, collectibles, or highly pilfered items like electronics of any kind, CDs, DVDs, etc. This also applies to firearms.
- Remove all artwork, mirrors, knick-knacks, and racks hanging on walls or secured to cabinets and doors. Also remove curtains, draperies, and their rods or hangers.
- Disassemble, clean and prepare for movement all outdoor furniture and toys such as swing sets, playhouses, and sheds.
- Remove and make accessible all items in the attic, crawl space, and storage sheds.
- Dust furniture. Do not wax or polish furniture, since furniture pads can "melt" into the finish due to external temperature changes in transit.
- Drain gas from all motorized equipment including your lawn mower and motorcycle. You can run them until they stall.
- Propane tanks will not be accepted for shipment.
- Discard all cleaning supplies, even unopened bottles or sprays.
- Disconnect your washing machine and dryer.
- Empty the water from your waterbed and hot tub.
- Empty, defrost, clean and air-dry your refrigerator and freezer.
- Disconnect and prepare all electronics (TVs, computers and VCRs) for the move. Secure the tone arm on your stereo turntable and the locking mechanism on your CD player.
- Dispose of all open dry food in cabinets and pantry.

BEFORE YOUR HOUSEHOLD GOODS ARE PICKED UP

- Think about where the driver can park, since a driveway isn't designed for a tractor/trailer.
- Keep all of your important paperwork in a safe place, such as the trunk of your car, on your pack and load days.

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: September 24, 2013



FORMS

8.1 CUSTOMER CHECKLIST FOR A SMOOTH MOVE

- Organize your belongings. If you have more than one shipment, have your household goods shipments separated. Designate a room to contain only items that are not being moved. (Make sure that the driver and loading crew are aware of this room.)
- Keep Professional Books, Papers and Equipment (PBP & E) and Consumables separate since they will be packed and weighed separately.
- Have your car packed so that there isn't any chance of important personal items getting put on the truck by mistake.
- Broom-sweep your house.
- If you have small children, arrange for them to be out of the home at the time of loading.
- If you have pets, make sure they are properly restrained in a safe area.
- Show the driver which items are being moved, items you are particularly concerned about shipping, and any antiques, extremely fragile, or odd-shaped or sized pieces.
- Go through and sign the High-Value Inventory sheet with the driver.
- Make sure the driver knows your plans for the day.
- Make sure the household goods inventory is accurate and complete.
- Walk through the house and yard to make sure everything is loaded. (Make sure items that aren't being shipped are still where they're supposed to be.)
- Confirm the driver has all of your contact and delivery information.
- Make sure you get a copy of the inventory and the task order.

AT THE TIME OF DELIVERY

- Make sure the moving van will have a place to park before the shipment arrives. Drivers should park the moving van in the street, not in your driveway.
- Before the driver arrives, figure out where you want furniture placed.
- Make sure all pets and small children are safely out of the way of the movers.
- Initial each item on the inventory as it's brought off the truck by the movers.
- Make sure each item on the High-Value Inventory sheet is present and undamaged.
- List any loss or damage, including the items on the High-Value Inventory sheet, on the Loss and Damage Notice Document at delivery. Be certain any obvious loss or damage is noted at delivery before signing any documents.
- Make sure you get two (2) copies of the Joint Statement of Loss and Damage at Delivery.



FORMS

8.2 NATIONAL BILL OF LADING

 HOUSEHOLD GOODS BILL OF LADING AND FREIGHT BILL National Forwarding Co., Inc. 2800 Roosevelt Rd. Broadview, IL 60155 Phone: 800-323-9125 Fax: 708-345-3245 Emergency: 888-993-6683 www.nationalforwarding.com E-mail: nfcoperations@nationalvanlines.com		B/L Number 310000 Reg. Number C60418
"Proudly Serving Military Families"		* DP3 *
O/A Addr: City/St/zip PENSACOLA, FL 32505 Phone: Fax: Email:	D/A Addr: City/St/zip TRAVERSE CITY, MI 49686 Phone: Fax: Email:	
** Driver: Please Contact D/A 24 Hours Prior To Delivery And Confirm Destination Services ** DP3 Business rules prohibit SIT before the RDD if a delivery address is available.		
GBL# CONT0000712 Issued To NATIONAL FORWARDING SCAC NFWO	Required Del Date 5/27/10 Requested Del Date 5/27	
Pack Date 5/12/10 Req. P/U Date 5/12/10 Owner's Name P/U Addr City/St/zip PACE, FL 32511 Phone Alt. Phone email:	Delivery Addr. City/St/zip TRAVERSE CITY, MI 49686 Delivery Contact Name Phone Alt. Phone Intransit Phone/Contact email:	
Origin PPSO NAS PENSACOLA, F 0124 GBL0C CONT Phone 850-452-4727 Fax 850-452-2892 email:	Dest. PPSO SELFRIDGE ANGB 0208 GBL0C EBAK Phone 586-282-9625 Fax 586-574-5593 email:	
DP3 SHIPMENT MOVES UNDER THE TERMS AND CONDITIONS OF DOD TARIFF 4000G AND DP3 BUSINESS RULES.		
REMOVE SURVEY MANDATORY Agent Acct#	TARIFF 4000G Discounts: BLD% 6B SIT% 50 FSC% Est. Wgt 980 WEIGHTS: GROSS TARE NET MILES 1138	
Packing By Res. P/U By Hauler Unpacking By	TRANSPORTATION AND ADDITIONAL SERVICES	
	Service	Item#
	Fuel Surcharge	Rate
	Linehaul Transportation	Charge
<input checked="" type="checkbox"/> Date (SHIPPER'S SIGNATURE AT TIME OF RESIDENCE PICKUP)	Packing	16A
<input checked="" type="checkbox"/> Date (DRIVER'S SIGNATURE AT TIME OF RESIDENCE PICKUP)	Origin Service Fee	105A
CONSIGNEE'S ACKNOWLEDGEMENT OF DELIVERY SERVICES COVERED BY THIS BILL OF LADING WERE RENDERED AND SHIPMENT WAS RECEIVED IN GOOD CONDITION, EXCEPT AS NOTED ON INVENTORY.	Destination Service Fee	135A
<input checked="" type="checkbox"/> Delivery Date (SIGNATURE OF COMPLEE ACCEPTANCE FOR RESIDENCE DELIVERY.)	Extra P/U	135B
<input checked="" type="checkbox"/> Date (DRIVER'S SIGNATURE FOR DELIVERY TO RES. OR W/SE.)	Extra Del	28A
	Bulky Article - Auto	28B
	Bulky Article	130A
	Extra Labor ORG DST	130A
	Shuttle Service	120A
UNPACKING CERTIFICATION <input type="checkbox"/> 25% <input type="checkbox"/> 50% <input type="checkbox"/> 75% <input checked="" type="checkbox"/> Complete UnPack (CONSIGNEE'S SIGNATURE)	Shuttle Service	125A
	TOTAL	
ORIGIN AGENT: Please make 4 copies of this document and distribute as follows: - Original and 2 copies to the driver - 1 copy to NFC with your invoice and origin papers. - 1 copy for your files	DEL TO: RES WISE (PRINT COMPLETE ADDR OF RESIDENCE OR WAREHOUSE)	
CONTACT INFORMATION Operations Phone: 800-722-9144 Fax: 708-345-0550 CLAIMS: Phone: 800-325-6889 Fax: 708-345-5218 ADMIN/ Phone: 800-323-9125 BILLING: Fax: 708-345-3245	WAREHOUSE NAME IF APP: RES/WISE Address City/State/zip Revd. BY Date SIT# SIT AUTHORIZED BY NOTE: NFC MUST AUTHORIZE SIT	

National Forwarding Co., Inc. Policies and Procedures Manual
 Revised Date: September 24, 2013



FORMS

8.3 PRE-MOVE CERTIFICATION FORM

NATIONAL FORWARDING CO., INC.
2800 ROOSEVELT ROAD BROADVIEW, IL 60155
708-345-0550

PRE-MOVE SURVEY CERTIFICATION

Customer: _____	GBL#: _____	BL#: _____	REG#: _____
Origin: LAS VEGAS, NV	Destination: FORT WORTH, TX		
Pack Begin Date: 12/28/10	Pick Up Date: 12/29/10		

FOR OUR CUSTOMER: We are excited to have the chance to help you with your move. If you need us for any reason please call (800) 722-9144 or email us at NFCOperations@nationalvanlines.com. If sending an email please put your GBL# in the subject. Our emergency after hours number is 888-993-6683. An accurate pre-move survey is the cornerstone of a quality move. Please assist us by confirming the following information.

- Are you shipping firearms? Yes or No
- We show a delivery address of: , FORT WORTH, TX 76119
 What is the first date you can accept delivery in your home? ____/____/____
 If you aren't sure, or you don't have a residence, when do you expect that you will be looking for a delivery? ____/____/____
- Is the first pack date correct? 12/28/10 If not, what is the new date? ____/____/____
- Is the pick up date correct? 12/29/10 If not, what is the new date? ____/____/____
- Please confirm your contact information: Email: krystalmc21@yahoo.com
 Phone#s: Origin: ____ Intransit: ____ Destination: ____ Cell: ____
- Please acknowledge our agent has completed the pre-move survey of your shipment by signing:

 Customer Signature: _____ Date: ____/____/____

For our Origin Agent: Fax a signed copy of this form and the cube sheet to our office at (708) 345-0554. No credit for pre-move if the cube sheet does not accompany this form.

If this is a phone survey, please sign here: Agent Signature: _____ Date: ____/____/____

PRE-APPROVAL ITEMS

Crating: Are there any special crates that need to be built? Yes or No

Item: _____ Dimensions: ____ x ____ x ____
 Item: _____ Dimensions: ____ x ____ x ____
 Item: _____ Dimensions: ____ x ____ x ____
 Item: _____ Dimensions: ____ x ____ x ____



Bulky Articles - indicate quantity/size: Autos _____ CCs _____
 Motorcycles _____
 Jet Skis, Canoes, etc. _____
 Boat _____ Length _____
 TV _____ Size _____ Flat Panel? Yes or No
 Hot tub, Jacuzzi _____ Size _____
 Other not listed _____ Size _____

Shuttle: Is there a shuttle necessary? Yes or No If yes, what is the reason access is restricted? _____

3rd Party Services: _____
Other Notes/Comments: _____

ENTER THE PRE-MOVE SURVEY WEIGHT HERE: _____ LBS.

GIVE A COPY OF THIS FORM TO THE CUSTOMER SO WE CAN BE SURE THEY HAVE OUR CONTACT INFORMATION!



FORMS

8.4 GOVERNMENT BILL OF LADING – SF 1103

The government Bill of Lading serves as our contract with the government to service a shipment.

The DOD fills out Blocks 1 thru 27 and 32. Pay close attention to blocks 6 – 8 for the required service dates.

BILL OF LADING		— PRIVATELY OWNED PERSONAL PROPERTY		ORIGINAL	B/L NO. AGFM0016944		
1. TRANSPORTATION COMPANY (AGENT) NATIONAL FORWARDING CO., INC. TENDERED TO		2. SCAC NFW	3. SERVICE CODE D	4. SHIPMENT NO. 1/2	5. DATE B/L PRINTED 20100809		
6. REQUESTED PACKING DATE 20100812	7. REQUESTED PICKUP DATE 20100812	8. REQUIRED DELIVERY DATE 20100831	10. PROPERTY OWNER'S NAME, SOCIAL SECURITY NO., RANK AND PAY GRADE This is the customer's name and rank.				
13. EXTRA PICKUP/DELIVERY (Complete address) SERVICE NOT APPLICABLE		11. AUTHORITY FOR SHIPMENT (Order No. and HQ) 1210G80PRA29N000 USCG SOUTH PORTLAND.		12. DATE OF ORDER 20100218			
16. RECEIVED BY THE TRANSPORTATION COMPANY NAMED ABOVE, THE PROPERTY HERINAFTER 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.		14. DEPARTMENT/AGENCY United States Coast Guard		15. TRANSPORTATION CONTROL NO.			
18. CONSIGNEE (Name and destination delivery address) (See block 13) This the customer's delivery address.		17. FULL NAME OF SHIPPER JPPSO-NE, CHELMSFORD, MASS		19. FROM (Complete address of point of pickup) (See block 13) 56 Middle Rd CUMBERLAND CENTER, ME 04021 This is the pick up address.			
20. RESPONSIBLE DESTINATION INSTALLATION/OFFICE JPPSO JB LEWIS-MCHORD JPPSO JB LEWIS-MCHORD BOX 139500 MS 53 FT LEWIS, WA 98433 This is the destination base.		21. BILL CHARGES TO (DEPT /AGCY, BUR, OFF, AND COMPLETE MAILING ADDRESS) US Bank PowerTrack Minneapolis, MN 800-417-1844 PowerTrack@usbank.com		23. FOR CARRIER USE ONLY- WAYBILL/FREIGHT BILL NO.			
22. VIA (Names of interlining carriers)		24. APPROPRIATION CHARGEABLE DI: 70 TAC: ZRAC		25. REMARKS (Special services, use reverse) Personally Procured Move Look here for special instructions, such as "Firearms" included.			
26. PACKAGES		27. DESCRIPTION OF SHIPMENT (Specify) *		28. WEIGHT †			
NO.	KIND	Household Goods Containers: 0 Shipment is released at full replacement protection of \$4 00 times the net weight in pounds of the shipment or \$5,000, whichever is greater.		FOR USE OF DESTINATION CARRIER ONLY			
1	LOT			GROSS	SERVICES	29. RATE	30. CHARGES
				TARE	LINE-HAUL TRANSPORTATION		
				NET	PACKING/ UNPACKING		
					OTHER/ACCESS- ORIAL SERVICES		
* ISSUED AT LOWEST VALUATION CITED IN APPROPRIATE TENDER OR TARIFF UNLESS OTHERWISE STATED HEREON		B/L NO. AGFM0016944		32a. ISSUING OFFICER (Name and title)			
CERTIFICATE FOR RECEIPT OF SHIPMENT AND ORIGINAL BILL OF LADING		32b. ISSUING OFFICE (name and complete address) JPPSO-NE, CHELMSFORD, MASS JPPSO-NE, CHELMSFORD, MASS 100 JPPSO DRIVE C/OE, WILMINGTON, MA 01893		32c. THE (Name of delivering carrier)			
33a. NAME OF TRANSPORTATION COMPANY (Agent Name) NATIONAL FORWARDING CO., INC.		33b. DATE OF RECEIPT OF SHIPMENT		34. FOR USE OF PAYING OFFICER (Does not affect carrier charges)			
33c. SIGNATURE OF AGENT/DRIVER		33d. PER		<input type="checkbox"/> UNAUTHORIZED ITEMS <input type="checkbox"/> EXCESS DISTANCE <input type="checkbox"/> EXCESS VALUATION <input type="checkbox"/> EXCESS WEIGHT <input checked="" type="checkbox"/> 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. COMPLETE AND IN APPARENT GOOD ORDER EXCEPT AS MAY BE INDICATED HEREAFTER.		35d. SHORTAGE			
35e. DELIVERED THIS		35f. RESIDENCE		35g. DAMAGE			
35i. NAME OF DESTINATION CARRIER (Carrier authorized to bill charges)		35j. SIGNATURE OF CARRIER'S AUTHORIZED AGENT		35k. CARRIER GOOD RECEIPT ATTACHED			

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: September 24, 2013



FORMS

8.5 GOVERNMENT BILL OF LADING CORRECTION NOTICE – DD FORM 1200

GOVERNMENT BILL OF LADING CORRECTION NOTICE		DATE NOTICE PREPARED 20100601
1. GBL NUMBER CONT0000730	2. DATE GBL WAS ISSUED 20100528	3. TOTAL WEIGHT SHOWN ON GBL 10800
4. ORIGIN <i>(As shown in "Origin" block on GBL.)</i>	5. DESTINATION <i>(As shown in "Destination" block on GBL.)</i> FISC JAX DET NAS PENSACOLA PO BOX 37 NAS ISLEND IIP JACKSONVILLE FL 32212	
6. ROUTE <i>(Complete routing shown on GBL.)</i>	7. ISSUING OFFICE <i>(As shown on GBL under "For use of Issuing Office.")</i> NAS PENSACOLA, FL FISC JAX DET NAS PENSACOLA 121 CUDDIHY STREET SUITE C PENSACOLA, FL 32508 CONT	
8. TO: <i>(Name and address of carrier/activity to which directed, including ZIP Code.)</i>		9. <i>Complete Items 9a, b, and c only when correction is made after transportation charges have been paid.</i>
		a. D. O. VOUCHER NUMBER
		b. D. O. VOUCHER DATE
		c. D. O. SYMBOL
10. FROM: NAS PENSACOLA, FL FISC JAX DET NAS PENSACOLA 121 CUDDIHY STREET SUITE C PENSACOLA, FL 32508		
11. BILL OF LADING NOW READS <i>(Show the information as it reads prior to correction.)</i> BLOCK 12: 20090916		12. CORRECT BILL OF LADING TO READ <i>(Show how the corrected information should read.)</i> BLOCK 12: 20100410
13. AUTHORITY FOR CORRECTION <i>(Tariff and item numbers; classification and item number; or other authority for making the change.)</i> T A AUTHORIZATION		
14. REMARKS <i>(Pertinent information not otherwise provided on the form. If more space is required, use reverse side of this form.)</i> CHANGE RANK AND PAY GRADE TO MAJ/O-4		
15. INFORMATION COPY TO <i>(Name and address, including ZIP Code.)</i>		16. SIGNATURE AND TITLE OF INITIATING OFFICIAL
		17. CARRIER REPRESENTATIVE'S SIGNATURE <i>(Require when notice is initiated by shipper and transportation charges are affected.)</i>
NSN 7540-01-140-5524		STANDARD FORM 1200 (8-82) Prescribed by GSA, FPMR (41 CFR) 101-41.3



FORMS

8.7 STATEMENT OF DESTINATION ACCESSORIAL SERVICES - DD FORM 619-1



BROKING/NEW, II, 60155-3721

U.S. DOT No 76628

DESTINATION SERVICE ONLY



619 1

STATEMENT OF ACCESSORIAL SERVICES PERFORMED (STORAGE-IN-TRANSIT DELIVERY AND REWEIGH)				Form Approved OMB No. 0702-0022 Expires Dec 31, 2007	
<p>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, Executive Services Directorate (0702-0022). 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.</p>					
PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.					
DISTRIBUTION 1. ORIGINAL COPY TO CARRIER			3. ADDITIONAL COPIES MAY BE MADE FOR CARRIER'S USE.		
2. COPY TO PROPERTY OWNER					
1. GOVERNMENT BILL OF LADING NUMBER	2. DATE OF PICKUP AT ORIGIN (YYYYMMDD)		13. STORAGE-IN-TRANSIT (SIT)		
3.a. NAME IF OWNER (Last, First, Middle Initial)			a. STORED AT (City and State)	b. SIT SERVICES WERE PROVIDED AT (X as applicable)	
b. SSN	c. RANK OR GRADE		DESTINATION		OTHER
4. ORIGIN OF SHIPMENT			5. DESTINATION OF SHIPMENT		
6.a. ORDERING ACTIVITY/INSTALLATION NAME			b. LOCATION		
7.a. NAME OF CARRIER			b. NAME OF AGENT (Last, First, Middle Initial)		
8. SIGNATURE OF CARRIER'S REPRESENTATIVE			9. DATE (YYYYMMDD)		
10. CARRIER'S SHIPMENT REFERENCE NO.			11. AGENT OR DRIVER CODE		
12. REMARKS					
14. REWEIGH CERTIFICATION					
a. ORIGINAL GROSS			b. REWEIGH GROSS		
c. ORIGINAL TARE			d. REWEIGH TARE		
e. ORIGINAL NET			f. REWEIGH NET		
g. THIS SHIPMENT WAS ORDERED FOR REWEIGH AND SERVICES WERE ACCOMPLISHED AS SHOWN ABOVE.					
(1) SIGNATURE OF TRANSPORTATION OFFICER				(2) DATE (YYYYMMDD)	
15. ADDITIONAL SERVICES					
a. LABOR - NUMBER OF MAN-HOURS (Describe services in "Remarks")			(1) NUMBER	(2) UNIT PRICE	(3) CHARGE
b. PIANO/ORGAN OR EXCESS CARRY SERVICES					
c. OTHER (Describe in "Remarks")					
16. CONSIGNEE'S STATEMENT OF DELIVERY AND LOSS OR DAMAGE					
Notice is hereby given to the carrier to whom this statement of accessorial services performed is surrendered that the shipment was received in condition as shown below and that claim, if any, will be made for the value of such loss and/or damage as indicated.					
a. DESCRIPTION OF LOSS OR DAMAGE				b. ACTUAL OR ESTIMATED WEIGHT	
17. WAIVER Unpacking and removal of packing material, boxes/cartons, and other debris is hereby waived.		a. INVENTORY NUMBERS		b. SIGNATURE	
18. CERTIFICATION. I have received the property described on this form:					
a. FROM (Name of Transportation Company)			b. AT (Actual Point of Delivery)		
				in apparent good order and condition except as noted above	
c. SIGNATURE OF CONSIGNEE OR AUTHORIZED AGENT				d. DATE OF DELIVERY (YYYYMMDD)	

DD FORM 619-1, SEP 2005

PREVIOUS EDITIONS MAY BE USED.

FormFlow/Adobe Professional 6.0

0054-1 9/2005

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: September 24, 2013



FORMS

8.8 INVENTORY

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY				TAG COLOR Red NOS. 91 THRU 120		PAGE NO. OF PAGES 3 of 12	
CONTRACTOR OR CARRIER National Van Lines, Inc. Broadview, Illinois 60155 U.S. DOT No. 76622				AGENT National Van Lines		CARRIER REFERENCE NO. 333333	
NAME, RANK/GRADE, SSN Smith, John E-8				CONTRACTOR OR GBL NO. B9AC0000011		GOVT. SERVICE ORDER NO.	
ORIGIN LOADING ADDRESS 123 Fake Street				CITY Virginia Beach, VA		VAN NUMBER	
DESTINATION San Diego, CA							
DESCRIPTIVE SYMBOLS BK - BLACK & WHITE TV C - COLOR TV CF - CUPBOARD PACKED FR - FURNITURE BY OWNER CD - CUPBOARD DISASSEMBLED SW - SPLIT UP VHS/TAPED		EXCEPTION SYMBOLS D - DENTED F - FINGERED G - GUNNED L - LUGGED M - MARKED NI - NICKED SC - SCORCHED SH - SHIPPED SI - STAINED ST - STRETCHED T - TORN W - WAXED Z - ZIPPED		LOCATION SYMBOLS 1. ARM 2. BOTTOM 3. CORNER 4. FRONT 5. LEFT 6. LOSS 7. REAR 8. RIGHT 9. SIDE 10. TOP 11. VENTIL. 12. SOLE 13. CENTER 14. INSIDE 15. SEAT 16. DRAWER 17. DOOR 18. SHELF 19. HANGING 20. INSIDE			
NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.							
9	ITEM NO.	ORIGIN	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION		
9	1		35 4.5ctn. Flight jacket	M- Pro Gear 35-#C			
10	2		35 1.5ctn. Reference Material	S. Pro Gear 22 #S			
	3		35 Red sofa, 4, 5, 6, CH	5, 1, BR Leather, 3, cushion 15 W			
	4		35 DR wood chair, 5, 1, L	4, 5, 6, Z			
11	5		35 Toy Box, SC 4, 10, 3				
12	6		35 Red Tool Box - Full of Tools - Locked	4, 5, 3, D			
	7		35 Samsung TV: MN LN H6 D00 KF, S/N # 33662146	Seal 132636			
SEE BACK OF THIS PAGE (PART 1) FOR							
OVRD. NOT. DEPERIAGATION FORM TO BE							
REMARKS/EXCEPTIONS							
CHECK OFF EACH ITEM AT DELIVERY							
RECEIVED \$ _____ IN FULL SETTLEMENT OF MY CLAIM				SHIPPER'S SIGNATURE _____			
THE PROPERTY HAS BEEN RECEIVED AND IN APPARENT GOOD CONDITION EXCEPT AS NOTED ON THE SHIPPING DOCUMENTS.							
NOTICE 13 BEFORE SIGNING - CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.				14			
AT ORIGIN		CONTRACTOR, CARRIER OR REPRESENTATIVE (DRIVER)		DATE		CONTRACTOR, CARRIER, OR AUTHORIZED AGENT (DRIVER)	
		Don Doc		9/1/14		Bill Edwards	
		OWNER OR AUTHORIZED AGENT		DATE		DATE	
		John Smith		9/1/14		9/17/14	
						John Smith	
						9/17/14	

- List tag color and item numbers on every page
- List page numbers (1 of 3 pages or 5 of 7 pages, etc.)
- Agency Name
- Carrier Bill of Lading
- Customer's full name and rank (if available)
- Government Bill of Lading
- Complete origin loading address
- Complete destination address; if unknown, list the city and state
- 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)
- List furniture item with brief description and do not over write exceptions
- List tool boxes or dressers as full/empty or locked/unlocked with brief description of contents
- Electronics should include a brief description with make, model and serial number
- Make sure the driver and customer sign and date at completion of loading
- Make sure the driver and customer sign and date at completion of delivery



FORMS

8.8 INVENTORY

THIS PAGE INTENTIONALLY LEFT BLANK



FORMS

8.10 HV/HR SECURITY SEALS

NOTE: RECORD SEAL NUMBERS ON HV/HR INVENTORY

765115  765115

 **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 _____

©2013 NATIONAL VAN LINES, INC. ALL RIGHTS RESERVED. NVC IS A REGISTERED SERVICE MARK OF NATIONAL VAN LINES, INC.

NOTE: RECORD SEAL NUMBERS ON HV/HR INVENTORY

765115  765115

 **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 _____

©2013 NATIONAL VAN LINES, INC. ALL RIGHTS RESERVED. NVC IS A REGISTERED SERVICE MARK OF NATIONAL VAN LINES, INC.



FORMS

8.11 STATEMENT OF LOSS OR DAMAGE AT DELIVERY

Defense Transportation Regulation -- Part IV
Personal Property

27 February 2008

DEPARTMENT OF DEFENSE PERSONAL PROPERTY PROGRAM NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY (This is not a Claim)		
NAME OF OWNER	RANK/GRADE	WEIGHT OF SHIPMENT
PPBOL/ORDER NO.	TSP NAME	SCAC CODE
	PICK UP DATE	TSP REFERENCE NO.
<p>GENERAL INSTRUCTIONS: The customer (or their designated representative) and the Transportation Service Provider (TSP's) delivery representative must jointly complete this document. You must list on this document all new damage and any missing items you notice before the TSP's representative leaves your home. If you find loss or damage at delivery, you must list it on this document.</p> <p>If no loss and/or damage is discovered at the time of delivery, write "NONE" in the space provided: DO NOT for any reason, leave this document blank. If required, use multiple copies of this document.</p>		
NOTED LOSS AND OR DAMAGE		
INV. NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify) (Electronic items, provide brand & model number)
<p>The purpose of this document is to provide the TPS notice of loss or damage discovered at the time of delivery. See the Notice of Loss or Damage AFTER Delivery document for instructions on how to file your claim on line. You must give the TSP notice of all loss or damage by submitting this document and the Notice of Loss or Damage AFTER Delivery document within 75 days of delivery. You will not be paid by either the TSP or the Government for any item not listed on these documents. Furthermore, you will not be paid for items listed on the Notice of Loss or Damage AFTER Delivery document unless it is dispatched to the TSP within 75 calendar days of delivery.</p> <p>THIS IS NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY: By signing below, I acknowledge receipt of one (1) copy of the Notification of Loss or Damage AT Delivery document. I understand that I have 75 days from delivery to identify and list further loss or damage not discovered at delivery on the Notification of Loss or Damage AFTER Delivery document. I understand I must mail, fax or dispatch electronically the Notice of Loss or Damage AFTER Delivery document to the TSP identified below within 75 days of delivery. I understand I will not be paid by either the TSP or the Government for any item not listed on these documents.</p>		
ACKNOWLEDGEMENT BY CUSTOMER OR THEIR DESIGNATED REPRESENTATIVE (complete as applicable and sign below)		
<p>Unpacking, Partial Unpacking and removal of packing material, boxes, cartons, and other debris was (check one)</p> <p>Performed <input type="checkbox"/> Not Performed <input type="checkbox"/> Waived <input type="checkbox"/> TSP will return <input type="checkbox"/></p>		
Signature of the customer (or their designated representative) X _____		
<p>Received for delivery at:</p> <p>Street Address _____</p> <p>City _____ State _____ Zip _____</p> <p>Telephone Number _____</p> <p>Signature of the customer (or their designated representative) _____ Date _____</p>		<p>Name/Address of Transportation Service Provider (TSP)</p> <p>Authorized Claims Agent for TSP National Claims Services, Inc. 1225 Gardner Road Broadview, IL 60155</p> <p>800-325-6889 Telephone Number 708-345-5218 Fax Number</p> <p>TSP Signature _____ Date _____</p>

Figure U.Q-3. Notice of Loss or Damage AT Delivery

CARRIER COPY
IV-U.Q-34

National Forwarding Co., Inc. Policies and Procedures Manual
Revised Date: September 24, 2013



FORMS

8.13 EXAMPLE WEIGHT TICKET

The following is minimum information that is required on weight tickets:

1. Location of scale
2. Date of weigh
3. Weights
4. Company ID
5. Shipper's last name
6. GBL number
7. Weighmaster Signature

60227599
TICKET NUMBER

CAT SCALE
CERTIFIED AUTOMATED TRUCK SCALE

CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 294-6263
www.catscale.com

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

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

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:
1) Post bond and request a court date.
2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE, ext. 7 (Toll Free) or visit www.catscaleguarantee.com for instructions.
3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company address, and phone number to CAT Scale Company Attn: Guarantee Department.

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

DATE: 10-18-2014

STEER AXLE	4480	lb
DRIVE AXLE	7680	lb
TRAILER AXLE	00	lb
GROSS WEIGHT	12160	lb

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

1378
LOVES COUNTRY STORES
I 25 EXIT 104
PUEBLO CO

SMITH, JOHN
BGAC000001

LIVESTOCK, PRODUCE, PROPERTY, COMMERCE, PARTICLE WEIGHED FREIGHT ALL KINDS

COMPANY _____ TRACTOR # 01 TRAILER # 01

WEIGH NUMBER 7599 FEE \$10.50

WEIGHMASTER OR
WEIGHER SIGNATURE *Misty Norris*
MISTY NORRIS

FULL WEIGH
TICKET #
(IF REWEIGH)

© CAT Scale® Reg 3050 04/14

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



FORMS

8.14 BEST PRACTICES AND PROCEDURES REVIEW

PROCEDURES	COMMENTS		
More than one employee that can authorize orders for service?	Yes	No	
Service dates confirmed on bill of lading and lineup sheets?	Yes	No	
Completion of Pre-Move Survey?	Yes	No	
Authorizing accessorial and third-party services performed?	Yes	No	
Proper handling of firearms ensured?	Yes	No	
Completion of high value inventories/seals ensured?	Yes	No	
Supervisory personnel sent out for visits on pack or delivery jobs?	Yes	No	
Checklist made to confirm completion of origin and destination services?	Yes	No	
Promptly returned origin documents to the PPSO?	Yes	No	
1850 provided to the carrier?	Yes	No	

PERSONNEL	COMMENTS		
Written training procedure?	Yes	No	
Additional training opportunities available to employees?	Yes	No	
Employees supplied a copy of the Tender of Service?	Yes	No	
Employees screened with background checks?	Yes	No	If so, who performs?
Employees drug tested?	Yes	No	If so, who performs?
Employees in uniform?	Yes	No	
Temporary help used?	Yes	No	If so, from where?
Background checks for temporary help?	Yes	No	
Drug testing for temporary help?	Yes	No	



FORMS

8.14 BEST PRACTICES AND PROCEDURES REVIEW

EQUIPMENT			COMMENTS
Equipment decoded with local agent or carrier information?	Yes	No	
Written pre and post-trip vehicle and equipment inspection?	Yes	No	
Maintenance program for equipment?	Yes	No	
Steps taken to prevent a trailer fire?			
Trailers remain locked?	Yes	No	
Trailers inside a fenced lot?	Yes	No	
Equipment available to pick up crated/containerized shipments from residence?	Yes	No	

FACILITIES			COMMENTS
How many sq. ft. is the warehouse space?			
Is there a dock? How many? ____	Yes	No	
Adequate space to offload a shipment prior to putting it away?	Yes	No	
Facilities for crating shipments?	Yes	No	
What are the security measures?			
Last RSMO inspection available?	Yes	No	Date completed _____
NTS approved?	Yes	No	
Green Arrow Award/other awards?	Yes	No	

OTHER

What unique capabilities does this agent have?

What unique procedures does this agent have?



FORMS

8.14 BEST PRACTICES AND PROCEDURES REVIEW

OTHER AGENT INFORMATION:	COMMENTS
Prime agent for:	
Affiliated companies:	
International business? With whom?	
Would you consider NAVL for Prime or International?	
Are you busy? COD/National account?	
How many trucks/tractors/trailers/straight trucks?	
What is the general appearance of the office?	
What is the general appearance of the entrance?	
What type of building is it? (brick, frame, metal, cement block)	
Is there adequate loading & unloading areas?	
Is there trash/debris outside? Inside?	
How many people in office?	
Is there evidence of smoking/ is smokey in the office?	
Hazards noted within 20 feet of warehouse:	
Unused crates stacked outside?	
How high are crates stacked?	
Proper storage of OS?	
Unauthorized items in warehouse?	



OTHER

9.1 MILITARY INSTALLATIONS MAP

