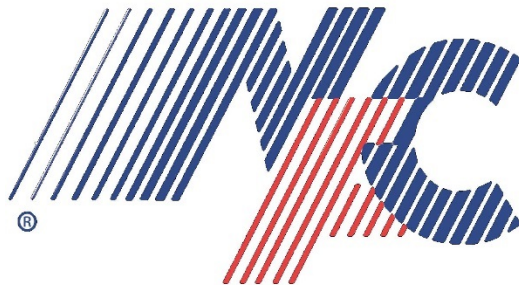


***National Forwarding Co., Inc.***



**Military Household Goods  
Domestic Guidebook**

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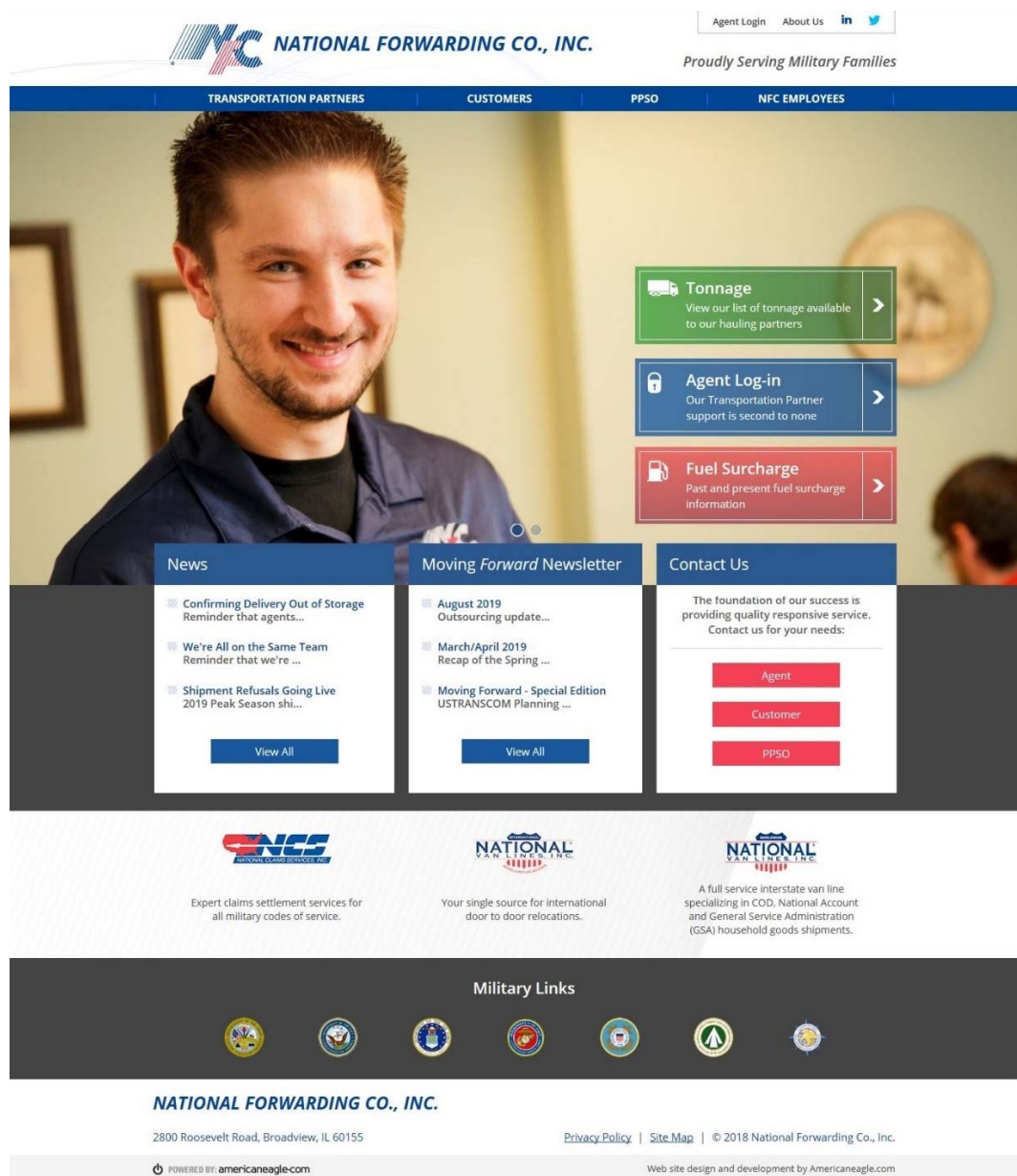
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# Visit our website:

[www.nationalforwarding.com](http://www.nationalforwarding.com)

You will find information about:

- NFC & NFC Forms
- Tonnage List
- Agent Memos & Newsletters
- DOD Personal Property Program
- USTC Rules & Regulations



# NATIONAL FORWARDING DIRECTORY

## ADMINISTRATION & BILLING:

PH: 708-345-0550  
PH: 800-323-9125  
FX: 708-345-3245

## AGENCY SERVICES:

PH: 800-323-9125  
FX: 708-345-3245

## OPERATIONS:

PH: 800-722-9144  
FX: 708-345-0554

## MOVE MANAGEMENT:

PH: 888-993-6683  
FX: 708-356-5220

AFTER HOURS: 888-993-6683

## CLAIMS:

PH: 800-325-6889  
FX: 708-345-5218

## INTERNATIONAL:

PH: 800-323-1963  
FX: 708-450-1273

TONNAGE: [www.nationalforwarding.com](http://www.nationalforwarding.com)

DEPARTMENTAL EMAIL		SPECIFIC TASK EMAIL	
Operations	<a href="mailto:nfcoperations@nationalforwarding.com">nfcoperations@nationalforwarding.com</a>	Blackouts	<a href="mailto:blackouts@nationalforwarding.com">blackouts@nationalforwarding.com</a>
Move Mgt.	<a href="mailto:movemanagers@nationalforwarding.com">movemanagers@nationalforwarding.com</a>	Premove Surveys	<a href="mailto:premovesurveys@nationalforwarding.com">premovesurveys@nationalforwarding.com</a>
Admin.	<a href="mailto:admin@nationalforwarding.com">admin@nationalforwarding.com</a>	Preapprovals	<a href="mailto:preapprovals@nationalforwarding.com">preapprovals@nationalforwarding.com</a>
Agency	<a href="mailto:agencyservices@nationalforwarding.com">agencyservices@nationalforwarding.com</a>	Pickup Weights	<a href="mailto:originweights@nationalforwarding.com">originweights@nationalforwarding.com</a>
Billing	<a href="mailto:nfcbilling@nationalforwarding.com">nfcbilling@nationalforwarding.com</a>	Reweigh Weights	<a href="mailto:reweigh@nationalforwarding.com">reweigh@nationalforwarding.com</a>
International	<a href="mailto:International@nationalvanlines.com">International@nationalvanlines.com</a>	ETA Updates	<a href="mailto:etaupdates@nationalforwarding.com">etaupdates@nationalforwarding.com</a>
Int'l Quotes	<a href="mailto:quote@worldrelocations.com">quote@worldrelocations.com</a>	Clearing & Delivery Info	<a href="mailto:clearing@nationalforwarding.com">clearing@nationalforwarding.com</a>
Claims	<a href="mailto:ncs@ncsclaims.com">ncs@ncsclaims.com</a>	Notice of Delivery out of SIT	<a href="mailto:movemanagers@nationalforwarding.com">movemanagers@nationalforwarding.com</a>
		OA Invoice/Paperwork	<a href="mailto:origin-docs@nationalforwarding.com">origin-docs@nationalforwarding.com</a>
		Hauling Invoice/Paperwork	<a href="mailto:hauling-docs@nationalforwarding.com">hauling-docs@nationalforwarding.com</a>
		SIT Invoice/Paperwork	<a href="mailto:storage-docs@nationalforwarding.com">storage-docs@nationalforwarding.com</a>
		Fast Pay Paperwork	<a href="mailto:fastpay@nationalforwarding.com">fastpay@nationalforwarding.com</a>

## PERSONNEL DIRECTORY

Name	Direct Dial (708)	Email @nationalforwarding.com
<b>ADMINISTRATION</b>		
Michael Wilson	223-1993	michael.wilson
Angela Beusse	450-2984	angela.beusse
Kevin Spealman	223-1935	kevin.spealman
<b>AGENCY SERVICES</b>		
Cheryl Garamoni	223-1928	cheryl.garamoni
Deanna Munizza	223-1922	deanna.munizza
Steve Caruso	356-5223	steve.caruso
Cindy Iorfida	450-2922	cindy.iofida
<b>OPERATIONS</b>		
Eileen Sherman	450-2962	eileen.sherman
Natasha Yalovay	450-2961	natasha.yalovay
Bruce Washington	223-1950	bruce.washington
Cindy Lopez	450-2987	cindy.lopez
Katherine Rozell	450-2978	katherine.rozell
Kevin Anda	450-2902	kevin.anda
Kosti Kamenica	356-5225	kostandin.kamenica
Matt Logan	223-1936	matt.logan
<b>BILLING and SETTLEMENT</b>		
Rachel Davis	223-1905	rachel.davis
Arlene Kozlick	223-1971	arlene.kozlick
Barbara Johnson	223-1970	barb.johnson
Deepika Rochwani	450-2928	deepika.rochwani
Diana Aleksic	223-1902	diana.aleksic
Greta Ciuksyte	450-2980	greta.ciuksyte
Judy Flannigan	450-2982	judy.flannigan
Patty Farmer	450-2981	patty.farmer
Patty Hartung	356-5202	patty.hartung
Tom Kennedy	223-1906	tom.kennedy
Tracie DePasquale	223-1908	tracie.depasquale
<b>ACCOUNTING</b>		
Paul Kozlick	450-2986	paul.kozlick
Tom Hand	450-2983	tom.hand
<b>INFORMATION TECHNOLOGY</b>		
Jim Rostis	450-2979	jim.rostis
Michael Kaiser	223-1998	michael.kaiser

Name	Direct Dial (708)	Email @nationalforwarding.com
<b>MOVE MANAGEMENT</b>		
Deborah Marciniac	356-5214	deborah.marciniac
Antoinetta Meisel	356-5217	antoinetta.meisel
Celina Norwood	356-5207	celina.norwood
Christine Shufit	356-5219	christine.shufit
Dhara Patel	356-5237	dhara.patel
Landon Fisher	356-5210	landon.fisher
Michelle Lee	356-5212	michelle.lee
Molly Corbett	356-5211	molly.corbett
Renee Moll	356-5208	renee.moll
Sarah Shufit	356-5216	sarah.shufit
<b>CLAIMS @ncsclaims.com</b>		
Michael Czarnecki	223-1942	michael.czarnecki
Pam Johnson	223-1979	pam.johnson
Akira Williams	223-1958	akira.williams
Benjamin Moneghittie	356-5222	benjamin.moneghittie
Brad Hides	356-5240	brad.hides
Chadawn Parker	223-1991	chadawn.parker
Dawn Jurkovich	223-1913	dawn.jurkovich
Diane Henk-Duffy	356-5224	diane.duffy
Dunia Cardenas	223-1923	dunia.cardenas
Heather Curran	223-1933	heather.curran
Jana Domagala	356-5239	jana.domagala
Joe Hartzel	356-5201	joe.hartzel
John Barrett	223-1917	john.barrett
Kaitlin Howard	223-1925	kaitlin.howard
Kim Loughman	356-5205	kim.loughman
Kristi Tablerion	356-5226	kristi.tablerion
Kyle Gill	223-1937	kyle.gill
Laurel Williams	450-2985	laurel.williams
Laurie Johnson	223-1972	laurie.johnson
Peggy Monson	223-1985	peggy.monson
Pooja Chavda	356-5203	pooja.chavda
Vickie Carroll	223-1946	vickie.carroll
<b>INTERNATIONAL @nationalvanlines.com</b>		
Susan Staszewski	450-2940	susan.staszewski
Jill Finnigan	450-2943	jill.finnigan
Andrew Smith	223-1915	andrew.smith
Jessica Santiago	356-5227	jessica.santiago
Kristin Louapre	450-2947	kristin.louapre
Laurel Smith	223-1912	laurel.smith
Petra DeFrance	223-1911	petra.defrance
Stephanie DiVito	450-2941	stephanie.divito
Stephanie McCaffrey	450-2942	stephanie.mccaffrey
Tina Empson	450-2970	tina.empson

# NFC & Affiliates Quick Check List

## September 2020

### Our Origin agent needs to:

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

### Our Hauler needs to:

- Get a new light & heavy weight for all shipments at origin, **including NTS**. No back weighs please!
- Record the TSP name and SCAC on ALL paperwork.
- Take a rider on all NTS shipments and if you smell or see mold: DO NOT LOAD! Contact our Claims Department immediately at 800-325-6889.
- If there are any problems, contact NFC while the driver is at residence, not after he leaves. This could include incomplete packing or other incomplete services.
- Make sure the customer signs all documents, call or email NFC with the weights (including the pro gear) within 3 days after pick up, and forward copies of all documents to the OA and to NFC no later than 7 days after loading.
- Keep NFC posted with the current ETA to destination. ETA update emails are sent to your Dispatch email address. Government regulation requires 24-hour notice of delivery to residence or into SIT. The government **WILL NOT** grant SIT if the member isn't provided 24-hour notice, and there are 2 documented unsuccessful attempts to make contact, at least 4 hours apart.
- If a reweigh is requested or required as per the automatic reweigh criteria, call in weights within 3 days, or prior to delivery. **NTS shipments are eligible for requested and automatic reweighs.** Send copies of the reweigh tickets to our office within 7 days of the reweigh being performed. *If a required/requested reweigh is not performed, the responsible party will be responsible for the \$400 government-imposed penalty.*
- Contact NFC when you arrive at destination and request any necessary preapprovals. We will arrive the shipment in DPS and request SIT, or deliver off to residence.
- All residence deliveries include one-time placement, full unpack (unpack of HV/HR items is required even if unpacking is waived), uncrating (required even if all other services are waived), reassembly and debris removal.

### Our Destination Agent needs to:

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

## ***NFC 409 Agreement Drivers – Quick Check List***

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

## ***National Forwarding & NVL Driver – Quick Check List***

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

## FORWARDING OF BASE PAPERWORK TO NFC

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- The origin agents should submit all origin documentation within 1-3 business days of pickup to [origin-docs@nationalforwarding.com](mailto:origin-docs@nationalforwarding.com). These documents include: **Rated** GBL, weights, inventory (carton and sticker inventory) and DD619.
  - **Rating** of the GBL simply requires the Gross, Tare, Net and Pro Gear weight totals are filled in Block 28.
  - If your invoice is ready at the time you have all your paperwork prepared, simply include your invoice as the first page of your PDF file.
  - A single PDF containing all requested documentation is required. We are unable to accept emails containing multiple attachments.
- If the driver has not returned the weights and inventory by the 4th business day after pickup, please contact our office.
- If we have not received the documents by the 3rd business day after pickup we will reach out to the OA via email and ask for a paperwork status update.
- If we have not heard from the OA by the morning of the 5th business day, a second and final attempt will be made to obtain the paperwork from the OA. If the paperwork has not been received and processed by end of the 7<sup>th</sup> business day, the OA stands to receive a 5% deduction to their Origin Service Commission for failure to submit paperwork in a timely manner.

### Agent Link Customers

- If you are submitting your documents via Agent Link, we receive a copy, so there is no need to submit them to NFC via email.
- You will, however, be required to submit your origin invoice to [origin-docs@nationalforwarding.com](mailto:origin-docs@nationalforwarding.com)



# DISTRIBUTION OF DOCUMENTS – 400NG/DP3 SHIPMENTS

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

**Note 1: Submitting paperwork via email**

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

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

- Origin paperwork/base papers – [origin-docs@nationalforwarding.com](mailto:origin-docs@nationalforwarding.com)
- Origin weights – [originweights@nationalforwarding.com](mailto:originweights@nationalforwarding.com)
- Reweight weights – [reweigh@nationalforwarding.com](mailto:reweigh@nationalforwarding.com)
- Storage paperwork – [storage-docs@nationalforwarding.com](mailto:storage-docs@nationalforwarding.com)
- Delivery/hauling paperwork – [hauling-docs@nationalforwarding.com](mailto:hauling-docs@nationalforwarding.com)

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

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

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

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

## WATCH LIST SHIPMENTS

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A shipment chosen to be on our Watch List has been booked with one of our carriers that will have a potentially high Customer Satisfaction Score in future performance periods.

You will receive a call or email advising you of the Watch List Shipment status. This notification will serve as a request to do your normal outstanding service and to give this shipment extra special attention, as we must receive a 12 CSS Score for packing.

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

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

- Schedule and complete the pre-move survey as soon as possible. Sell your company to the customer and make him or her understand that you will give them the best move possible.
- Give the customer an after-hours Emergency Number. Ours is 888-993-6683.
- Call the customer the day before packing/loading and give them a timeframe for the arrival of the crew. If there are any changes, notify the customer and NFC immediately!
- Send a supervisor out to inspect the job while it is in progress.
- If this is a self-haul, communicate ETAs with our staff at 800-722-9144 or [nfcoperations@nationalforwarding.com](mailto:nfcoperations@nationalforwarding.com).

## CUSTOMER SATISFACTION SURVEY QUESTIONS

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

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

- Downloads are done weekly from DPS and any survey involving your agency will be emailed to you. Please take the time to review them and take proactive measures if needed.
- Agent CSS Scores and Claims Statistics are sent on the 15<sup>th</sup> of each month. These comprehensive reports provide CSS and Claim grades for Domestic shipments. The CSS scores are based on surveys that were submitted within the last 12 months of the report date, and the Claim grades are based on shipments that were picked up within the last three years of the report date.
- If you have any questions regarding CSS scores, contact Agency Services at 800-323-9125 or [agencyservices@nationalforwarding.com](mailto:agencyservices@nationalforwarding.com). If you have any questions regarding claim statistics, contact Claims at 800-325-6889 or [ncs@ncsclaims.com](mailto:ncs@ncsclaims.com).

## HOW CAN YOU GET HIGH CUSTOMER SATISFACTION SCORES?

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

***There are no 2<sup>nd</sup> chances; how we perceive people in the first 5-10 seconds will dictate how we respond to them.***

***Communication throughout the move is a key to a successful moving experience for all.***

***Unpacking is an entitlement and should be completed in a friendly and professional manner, making the customer feel like the services were not an inconvenience.***

***Work as a team, listen, apologize, never embarrass or disrespect, smile, make eye contact and use titles when addressing the customer.***

***Keep conversations related to the job.***

***If mistakes were made by a previous agent, don't "throw them under the bus." We're all on the same team.***

***Don't lose the HARDWARE!***

***The final delivery is our last chance to ensure the customer is left with a positive, pleasant moving experience.***

Here are a few suggestions for agents and haulers to enhance the customers moving experience.

### **Origin Agent:**

First Impressions – Surveyor

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

# HOW CAN YOU GET HIGH CUSTOMER SATISFACTION SCORES?

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## First Impressions – Trained Packing Crew

- Call the day before pack day with an ETA of the packing crew – call again on the pack day with an updated arrival time. A 2-hour window is suggested. Make sure the crew can get on the base in a timely manner and has the customer's phone number to update arrival time if necessary.
- Make sure the crew is clean, wearing company shirts and knows their responsibilities at the customer's home – make sure cell phones are left in the truck and the crew knows to take scheduled breaks and lunch. Each crew should have one leader who is in charge.
- The crew leader should walk through the home, make sure the customer has all personal items secured (purse, wallet, jewelry, cash, etc.) and review items to be packed, including Pro-Gear, and HV/HR items. Any items that are not to be packed should be put in a closed room or the customer's car.

## Lasting Impressions

- Make sure the crew cleans up after they are finished. Packing debris should not be left in the home or outside. The crew should also clean up any of their personal water, soda or food packaging.
- If the mattresses were not packed so the customer could use them, make sure tape and boxes or bags are left at residence for the packing crew to return, or for the driver to pack.
- Someone from the office staff should call the customer or make an onsite inspection on the day of packing to make sure everything is going as smoothly as it should be. Sometimes customers are afraid to call if something is not going as planned.
- Ensure that all third-party and/or accessorial services are completed, especially any crating and bolt installation for front-load washers.

## Hauler:

### First Impressions – Truck, Driver and Crew – at origin

- Call the customer to introduce yourself and advise your arrival time. A 2-hour window is suggested. Make sure you have enough help, prearranged the day before at the latest, and make sure you all can get on the base.
- Make sure your truck is clean (inside and out) and moving pads are clean and folded.
- The driver and crew should be clean and in a company shirt.
- The driver should introduce him/herself and the crew, and complete a walk through with the customer while the crew gets the house ready with floor and door protection.

## HOW CAN YOU GET HIGH CUSTOMER SATISFACTION SCORES?

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- Ask the customer if they are concerned about any particular item. Make sure it is one of the first to get on the truck.
- Make sure all items are packed and the previous agent completed all required services. Call NFC ASAP if something was left incomplete, so we can contact the origin agent. Make sure the customer has all their personal items (purse, wallet, jewelry, cash, etc.) secured before starting to load.
- Have the tools to disassemble items and properly take care of the hardware.
- Take a final walk through the home to make sure everything has been loaded to the customer's satisfaction.
- Customer should sign all documents and receive a copy.

### Lasting Impressions at Delivery – Driver

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

### Destination Agent – Delivery out of SIT

#### First Impressions – Office Staff

- If a base or the customer contacts you directly to schedule delivery, contact NFC immediately so we can properly coordinate and update DPS.
- Contact the customer the day before delivery with an ETA of the arrival time of the crew and call again the morning of delivery to update the time. A 2-hour window is suggested. The crew should have the customer's phone number to call with ETA updates if necessary.

## HOW CAN YOU GET HIGH CUSTOMER SATISFACTION SCORES?

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- Ask the customer if they are requesting a full or partial unpack.
- Make sure the crew is clean, in company shirts and can get on the base.
- Confirm the crew knows their responsibilities at delivery and they have the tools to properly assemble everything that was taken apart at origin. Having a packet of extra screws could be helpful.

### Lasting Impressions – Crew

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

## PRE-MOVE SURVEY

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- The Pre-Move Survey is a Performance Requirement in the Tender of Service and considered one of the most important parts of an origin agent's responsibility.
- The following is based on the 17 January 2020 Tender of Service.
- For standard award shipments, pre-move must be submitted to NFC no later than nine government business days from the first pack date. If a shipment is awarded within 14 days of the first pack date, pre-move must be submitted to NFC within 3 days of the shipment award.
- Survey may be completed either in residence, virtually (with customer's consent; e.g. email or software consent) or telephonically. There are no longer restrictions regarding weight and/or radius.

### The surveyor should:

- Contact the customer ASAP.
- Be friendly, professional, and knowledgeable of military procedures.
- **Use National Forwarding's Pre-Move Survey Certification form – a 5% deduction of booking commission will be assessed if the NFC form is not completed and returned.**
- Check for accessorial service charges (bulky articles, crating, shuttles etc.).
- Check for items requiring third-party services (pool tables, Grandfather clocks, fitness equipment etc.).
- Check for **Firearms** and **ProGear**.
- Let the customer know what items cannot be shipped.
- Check the home for infestation of any kind, animal droppings, mold or mildew, messy home conditions, etc. Advise NFC immediately if these conditions are discovered.
- Suggest the customer reads the **"It's Your Move"** pamphlet on the official DOD customer website: **Move.mil/resources** (under the Household Goods Policies and Supplements section).
- Never discuss anything about delivery or an ETA to destination. Refer customer to NFC.
- Remind the customer to secure all valuables before the crews arrive.
- Confirm the pack and load dates and call our office if dates do not coincide with customer's availability. **If pack dates are added or dropped, be sure to advise the customer and NFC ASAP.**
- Make sure anything promised to the customer is communicated and performed.



TSP Name  
800.722.9144

### PRE-MOVE SURVEY CERTIFICATION

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

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

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

#### CONFIRMATION OF COMPLETED PRE-MOVE SURVEY:

CUSTOMER SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

If phone/virtual survey: AGENT SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

ENTER PRE-MOVE SURVEY WEIGHT HERE: \_\_\_\_\_ LBS

#### PRE-APPROVAL REQUESTS

##### Bulky Articles

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

Motorcycle (all info required):  
Year \_\_\_\_\_  
Make \_\_\_\_\_  
Model \_\_\_\_\_  
VIN \_\_\_\_\_

##### Crating? If yes, provide actual ITEM dimensions

Item \_\_\_\_\_ Dimensions \_\_\_\_\_ x \_\_\_\_\_ x \_\_\_\_\_  
Item \_\_\_\_\_ Dimensions \_\_\_\_\_ x \_\_\_\_\_ x \_\_\_\_\_  
Item \_\_\_\_\_ Dimensions \_\_\_\_\_ x \_\_\_\_\_ x \_\_\_\_\_  
Item \_\_\_\_\_ Dimensions \_\_\_\_\_ x \_\_\_\_\_ x \_\_\_\_\_

**Shuttle?** If yes, why can't t/t access location? \_\_\_\_\_

Transfer point (If known): \_\_\_\_\_

**Extra Labor:** # of Men \_\_\_\_\_ # of Hours \_\_\_\_\_ Reason \_\_\_\_\_

**3<sup>rd</sup> party service?** If yes, list what item/s need service \_\_\_\_\_

PROVIDE A COPY OF THIS FORM TO THE CUSTOMER SO THEY HAVE OUR CONTACT INFORMATION

EMAIL PRE-MOVE AND CUBE SHEET TO [PREMOVESURVEYS@NATIONALFORWARDING.COM](mailto:PREMOVESURVEYS@NATIONALFORWARDING.COM)

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

## CRATING AND THIRD-PARTY SERVICES

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Our office will now be handling these services per our 2020 Agent Compensation Schedule effective 15 May 2020.

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

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

**The exception to our new policy includes the following:**

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

**For billing purposes, please use the following guidelines:**

Newly built crates (delivering agent only):

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

Previously used/member-owned crates:

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

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

## PIANOS, GRANDFATHER CLOCKS & FITNESS EQUIPMENT

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

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

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

Fitness equipment, especially large items like home gyms, treadmills and ellipticals have safety and liability concerns, and should always be disassembled by a third-party company. Even if the item in question can be shipped whole, we see that upon arrival to destination these items cannot fit through doorways/door frames, and now require more servicing. Without third party approval at origin it is very difficult to get destination approval.

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

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

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

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

### Specific exclusions 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.
- However, if the customer insists these items are to be marked as pro-gear and counted toward the total pro-gear weight, mark them. Do not argue with the customer. The base ultimately will decide what is/is not pro-gear.
- All pro-gear must be identified and separated from the household goods **by the customer**. The items must be placed in separate boxes, marked, weighed and inventoried properly. The pro-gear must be further identified as M-PRO for the member or S-PRO for the spouse on the inventory.
- The pro-gear boxes can be weighed on a bathroom scale or platform scale. If a scale is not available, a constructive weight of 7 pounds per cubic foot will be used. When a constructive weight is used, the symbol "C" must be entered after the weight.
- It is a good idea to keep pro-gear together on the inventory so it can be added up more easily. The pro-gear weight must be entered into DPS separately from the entire weight of the shipment.
- The pro gear weight does NOT change the weight of the shipment – it is taken off the net weight when the military is processing the shipment to make sure the customer has not gone over their weight allowance.
- Next page illustrates examples for the correct annotation of pro-gear, as well as a table containing constructive weights to reference.

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

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Constructive weight examples:

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

Examples of properly annotated pro-gear on an inventory:

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

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

# FRONT LOAD WASHER POLICY

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## ORIGIN AGENT

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

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

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

## DRIVER/LOADERS

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

## AT DELIVERY

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

## COMPENSATION

DP3 shipments – **USTRANSCOM has taken the position that no additional charge will be allowed for servicing washers, including front load washers.** Per the 400NG Tariff, "the cost for bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON household appliances" is already being compensated in the 135A (Origin Service Charge) and 135B (Destination Service Charge). Also "Third-Party Servicing DOES NOT APPLY to washers (e.g. front load) and other household articles that require bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is

## FRONT LOAD WASHER POLICY

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considered to be part of the TSPs transportation charge". No additional labor or third-party service can be requested for preapproval from the government.

If the origin agent has to purchase shipping bolts/locking kit, NFC will reimburse you the cost of the bolts only, up to \$50 as long as a paid receipt is supplied.

### LIABILITY

If damage is determined to be from a failure to service the washer at origin, or de-service at destination, this will be considered gross negligence and the charge back will be assessed at 100%.

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As a follow-up to our recent correspondence communicating our policy on front load washers, we wanted to pass on all of the information that we have obtained that may be of assistance to you in obtaining and installing the shipping bolts. We are aware of the fact that most of you have already been performing this service for quite some time, but in the event that this information may be of use to you, we wanted you to be aware of some of the means at your disposal to perform this function.

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

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

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

- Local hardware stores and some Home Depots
  - Go to [www.SearsPartsDirect.com](http://www.SearsPartsDirect.com) to order the parts – this site is not limited to Sears/Kenmore washers, but you will need the make and model number
  - Local third-party companies
  - Some National/Worldwide third-party companies may also be able to sell you just the kit
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## FRONT LOAD WASHER POLICY

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(cost may be inflated but it's still an option)

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

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

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

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



# WATCHING FOR MOLD

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## ORIGIN AGENT

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

## DESTINATION AGENT

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

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

## NTS SHIPMENTS

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

With Full Replacement Valuation, we feel it is necessary to formalize our policy. We cannot limit liability to \$1.25 per pound per article for the hauler when they fail to take a valid rider, whether picking up the shipment from their own NTS warehouse or out of a foreign NTS warehouse. Not taking a rider of any kind must be considered negligence, in that the agent has not taken any steps to protect us from absorbing a share of damages that may have already been present. The rider must be provided to us with the rest of the paperwork in order to be accepted by NFC, and the rider must be received prior to receipt of the actual claim from the customer. Loss has always been charged in full, and is not affected either way.

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

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

## NTS SHIPMENTS

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

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

# MATTRESSES AND BOX SPRINGS

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## ORIGIN AGENT

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

## DESTINATION AGENT

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

## SLEEP NUMBER BEDS

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

## TEMPUR-PEDIC MATTRESSES (from Tempur-Pedic Website, September 2019)

Handling instructions per Tempur-Pedic.

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

See <https://www.tempurpedic.com/product-care/> for more information.

## PARTS, HARDWARE & CUSTOMER SATISFACTION

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

# PARTS, HARDWARE & CUSTOMER SATISFACTION

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## About Parts Boxes:

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

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

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

## When parts boxes are used:

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

## PARTS, HARDWARE & CUSTOMER SATISFACTION

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### **If a parts box is NOT used:**

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

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

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

# HIGH VALUE/HIGH RISK POLICY

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

## ORIGIN AGENT/PACKER

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



## HIGH VALUE/HIGH RISK POLICY

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

### DRIVER

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

### HAULER and/or DESTINATION AGENT

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

Please contact our Claims Department if you should have any questions or concerns at 800-325-6889 or [ncs@ncsclaims.com](mailto:ncs@ncsclaims.com).

# FIREARMS HANDLING AND CONTROL

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

## ORIGIN AGENT PROCEDURE

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

## IN-TRANSIT PROCEDURE

- A. Any time the shipment changes hands, the receiving party should check off the HV/HR inventory and carefully scrutinize the seals, acknowledging receipt of the

## FIREARMS HANDLING AND CONTROL

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HV/HR items and the fact that security seals are still in place and undisturbed. If there is any question about whether the seals are intact, or if no seals were used, the carton should be opened, and the presence of the firearms noted. The carton should then be re-sealed with new security seals. The rider should be annotated that the carton was inspected, and new seal numbers annotated on the rider.

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

# OVERFLOWS

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

The main portion MUST include:

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

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

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

## On the Receiving End

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

## OVERFLOWS

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of the main load driver. Each driver is responsible for the portion that they take according to the inventory.

- Riders should clearly list date, company names of delivering and receiving companies, have both signatures and should also indicate “main load” or “overflow.”

If you have any questions or concerns, please feel free to contact us directly:  
[nfcoperations@nationalforwarding.com](mailto:nfcoperations@nationalforwarding.com).

# SHUTTLE BILLING POLICY

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As most agents and haulers are aware, receiving and retaining shuttle payment on DOD shipments has been a challenge for our industry for some time. Providing satisfactory proof of the truck to truck transfer to the PPSO and GSA has been at the forefront of the issue. This has forced our Billing Department to strictly follow the tariff regulations that require tractor trailer weights, PPSO preapproval, and a signed DD619 to avoid receiving a Notice of Overcharge (NOC) on the shuttle billing. Unfortunately, we are still seeing an exceedingly large amount of shuttle charge backs from GSA due to lack of substantiating proof. Additionally, we are asked to provide more details surrounding the events of a shuttle service. This includes proof of the presence of the smaller shuttle vehicle, transfer points, vehicle information, etc. It is important to note that these additional document requirements were also added to the 2019 400NG tariff.

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

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

*NFC will not bill for shuttle service or compensate an agent/hauler for a shuttle without confirming all documentation has been received and a true truck to truck transfer has occurred.*

NFC will continue to aggressively fight all NOC's on your behalf, however, our Billing Department has created a mandatory shuttle log form. Completion of this document is required for all shipments where shuttle service is performed. **This went into effect on all shipments picked up on or after 4/1/19.** See the next page for a blank copy of the shuttle log. A copy is emailed to your dispatch email contact once a shuttle request has been submitted by our Preapprovals department, and that copy will have the customer's name, GBL, BL, and address filled out. The remainder needs to be completed in full by the driver/crew that performs shuttle service and returned to NFC Billing in order for us to bill the shuttle charge. We also suggest your drivers/crews have blank copies of these forms on hand.

## **Tractor/Trailer Weight Ticket Requirement**

At origin, tractor trailer weights (light and heavy) should be obtained on load date. For direct deliveries, tractor trailer weights should be obtained on the delivery date to support your shuttle billing *only if they were not obtained at origin at the time of pickup.* Shuttles out of SIT are only approved in special circumstances. It is important to note, a shuttle out of SIT requires a truck to truck transfer. If a shuttle out of SIT is approved, tractor trailer weights must be obtained on delivery date as part of NFC's Shuttle Policy. ***\*\*Please note, running multiple trips to deliver a shipment out of SIT does not constitute a shuttle \*\****

If you have any questions or concerns, please feel free to contact us directly:  
[nfcbilling@nationalforwarding.com](mailto:nfcbilling@nationalforwarding.com).

# **SHUTTLE LOG FORM**

(complete and return to [nfcbilling@nationalforwarding.com](mailto:nfcbilling@nationalforwarding.com))

MEMBER NAME: \_\_\_\_\_

GBL#: \_\_\_\_\_

AGENT/DRIVER: \_\_\_\_\_

BL#: \_\_\_\_\_

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

LOCATION OF TRUCK TO TRUCK TRANSFER (complete address or cross-streets):  
\_\_\_\_\_

DATE OF SHUTTLE SERVICE: \_\_\_\_\_

## **TRACTOR TRAILER TRUCK INFO**

VEHICLE: \_\_\_\_\_

LICENSE PLATE: \_\_\_\_\_

## **SHUTTLE TRUCK & LABOR INFO**

*\*If a rental truck is used, please provide a copy of the paid receipts.*

*\*If your own vehicle is used, please provide a copy of the vehicle registration.*

VEHICLE: \_\_\_\_\_

LICENSE PLATE: \_\_\_\_\_

TIME SHUTTLE OBTAINED	TIME SHUTTLE ARRIVED ON LOCATION	TIME SHUTTLE LEFT LOCATION	TIME SHUTTLE RETURNED

MEMBER'S SIGNATURE (required): \_\_\_\_\_

DRIVER'S SIGNATURE (required): \_\_\_\_\_

**\*\* In order to appropriately bill shuttle, NFC Billing will require DPS approval, signed DD619, shuttle log, *and* tractor trailer weights. This applies to origin and delivery out of SIT shuttles obtained on day of shuttle service, to confirm a truck to truck transfer occurred. Shuttles at destination on direct deliveries do not require weights, provided the origin weights were taken from a tractor trailer\*\***

**\*\*Please be advised should GSA reject any documentation, this may result in a chargeback \*\***

# UNPACKING, ASSEMBLY & DEBRIS REMOVAL

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## Unpacking & Assembly

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

## Debris Removal

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

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



## UNCRATING VS. UNPACKING

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The **delivering agent** is responsible to uncrate all crated items at the time of delivery, regardless if third-party is used for crating at origin. This applies to NTS shipments as well, and all crates are to be left with the customer to be used for future moves. Billable item code for uncrating is 105E, and is paid per the tariff rate. Shipments in which the customer retained crates from a previous move, uncrating would then be labor-based; billable item code 120A. All uncrating requests are subject to government approval. In order for NFC to appropriately bill the government, delivering agent must note the item/s and crate size (LxWxH), or if labor-based must note the item/s and # of men/hours utilized, on a signed DD619. Description and men/hours provided on the uncrating 120A labor preapproval that is sent by our office can be used to fill in the DD619.

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

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

## PROPER MILITARY INVENTORY PROCEDURES

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*(Check the Tender of Service for a complete list)*

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

# PROPERLY COMPLETED INVENTORY

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY				TAG COLOR		1 Red NOS. 91 THREE 120		2 PAGE NO. NO. OF PAGES 3 of 12	
CONTRACTOR OR CARRIER National Van Lines, Inc. Broadview, Illinois 60155				SCAC 4		NATIONAL		CARRIER'S REFERENCE NO. 333333 5	
NAME, RANK/GRADE, SSN Smith, John E-8				3		AGENT National Van Lines		CONTRACTOR OR GEL NO. B6AC0000011 7	
ORIGIN LOADING ADDRESS 123 Fake Street				CITY Virginia Beach, VA		GOVT. SERVICE ORDER NO.			
DESTINATION San Diego, CA				VAN NUMBER					
<b>DESCRIPTIVE SYMBOLS</b> BW - BLACK & WHITE TV C - COLOR TV CP - CARRIER PACKED FPO - PACKED BY OWNER CO - CARRIER DISASSEMBLED SW - STRETCH WRAPPED DED - DISASSEMBLED BY OWNER PB - PROFESSIONAL BOOKS PE - PROFESSIONAL EQUIPMENT PP - PROFESSIONAL PAPERS MD - MECHANICAL CONDITION (UNKNOWN)				<b>EXCEPTION SYMBOLS</b> DE - BENT BR - BROKEN BU - BURST CH - CHIPPED CU - CONTENTS & CONDITION UNKNOWN D - DENTED F - FALLEN D - DROPPED L - LOOSE M - MANGLED MI - MISDEAD MD - MOTTLED P - PILING R - RUSTED RU - RUSTED SC - SCORCHED SH - SHORT SO - SOILED ST - STAINED S - STRETCHED T - TORN W - WARPED Z - ZAPPED				<b>LOCATION SYMBOLS</b> 1. AREA 2. BOTTOM 3. CORNER 4. FRONT 5. LEFT 6. LIDS 7. REAR 8. RIGHT 9. SIDE 10. TOP 11. VENTER 12. CENTER 13. SPOT 14. DRAWER 15. DOOR 16. SHELF 17. HARDWARE	
NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.									
ITEM NO.	DATE	QUANTITY	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION				
1		35	4.5 ctn. Flight jacket	M- Pro Gear	35-#C				
2		35	1.5 ctn. 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					
5		35	Toy Box, SC 4, 10, 3						
6		35	Red Tool Box - Full of Tools - Locked	4, 5, 3, D					
7		35	Samsung TV: MN LN H6D00KF, S/N# 33662146	Seal	132636				
8			SEE BACK OF THIS PAGE (PART 1) FOR						
9			CARRIER'S CERTIFICATION FORM TO BE						
REMARKS/EXCEPTIONS									
CHECK OFF EACH ITEM AT DELIVERY									
RECEIVED \$ _____ IN FULL SETTLEMENT OF MY CLAIM									
SHIPPER'S SIGNATURE _____									
INV _____									
*THE PROPERTY HAS BEEN RECEIVED AND IN APPARENT GOOD CONDITION EXCEPT AS NOTED ON THE SHIPPING DOCUMENTS.*									
NOTICE BEFORE SIGNING - CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.									
AT ORIGIN		AT DESTINATION							
CONTRACTOR, CARRIER OR REPRESENTATIVE (DRIVER) Den Doe		CONTRACTOR, CARRIER OR REPRESENTATIVE (DRIVER) John Smith		CONTRACTOR, CARRIER OR REPRESENTATIVE (DRIVER) Bill Edwards					
DATE 9/1/14		DATE 9/1/14		DATE 9/17/14					
SIGNATURE John Smith		SIGNATURE John Smith		SIGNATURE John Smith					
DATE 9/1/14		DATE 9/1/14		DATE 9/17/14					
Shipment stretch wrapped in residence at origin. Customer to initial at left.		Shipment unwrapped in residence at destination. Customer to initial at left.		Shipment unwrapped in residence at destination. Customer to initial at left.					
14		15							

- List tag color and item numbers on every page
- List page numbers (1 of 3 pages or 5 of 7 pages, etc.)
- Agency Name
- SCAC
- 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

## PROPER WEIGHING PROCEDURES

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Here are some reminders regarding weighing procedures on military shipments:

- All weight tickets **MUST** contain the customer's last name, GBL number, and SCAC.
- All weight tickets must be signed by the weighmaster – no exceptions.
- **All shipments must be weighed at origin including shipments releasing out of NTS.**
- A reweigh, when requested or automatic, should be performed at destination prior to delivery to residence or into SIT. Please bear in mind that the Transportation Office and customer are entitled to witness any shipment weighing if they so choose.
- Separate weights should be obtained for any extra pickup or extra delivery requiring an accessorial service that has a weight-based compensation calculation. This primarily includes shuttles and mini-storage pickup fees. See Table of Contents for Shuttle Billing section.
- Pro-Gear, aka Professional Books, Papers & Equipment, should be weighed separately (on a bathroom scale or platform scale) from household goods and entered on the GBL while being appropriately notated on the inventory. If a scale is not available a constructive weight should be estimated at 7 lbs. per cube. See table of contents for pro-gear section.
- Leave all pads, dollies, hand trucks, ramps, and other equipment required to transport the shipment on the vehicle during the tare and gross weighing. No person(s) should be on the truck during the time of weighing.
- Fuel tanks should be full at the time of each weighing. If not full, fuel should not be added between the tare weighing and the gross weighing.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both. See next page for properly completed weight ticket.
- Weighing must be performed a reasonable distance from the actual load/unload location, and within a reasonable amount of time.
- See next page for example of proper weight ticket.



## REWEIGH REQUESTS

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

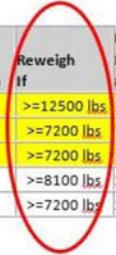
Reweigh Table - DP3 Per Shipment Automatic Reweigh Thresholds (Pounds)			
Grade		With Dependents	Without Dependents
1	O-4 to O-10, W4-W5, Civilians	12,500	12,500
4	O-3 or W-3	12,500	11,700
5	O-2 or W-2	12,150	11,250
6	O-1, W-1, or Service Academy Graduate	10,800	9,000
7	E-9	13,500	11,700
8	E-8	12,600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

- Upon notification of a PPSO or customer requested reweigh, NFC will still notify the appropriate agent. If the customer or PPSO is requesting a witnessed reweigh, the agent must provide the date, time, and location of the reweigh to coordinate with the customer.
- When a shipment is **delivering direct** to residence or a private storage facility, the driver must get a new heavy weight ticket prior to offloading the shipment.
  - On a direct delivery, the driver should remove any debris from the delivery truck prior to obtaining the light weight. The packing materials were included in the heavy weight of the shipment and should not be included in the light weight.



## REWEIGH REQUESTS

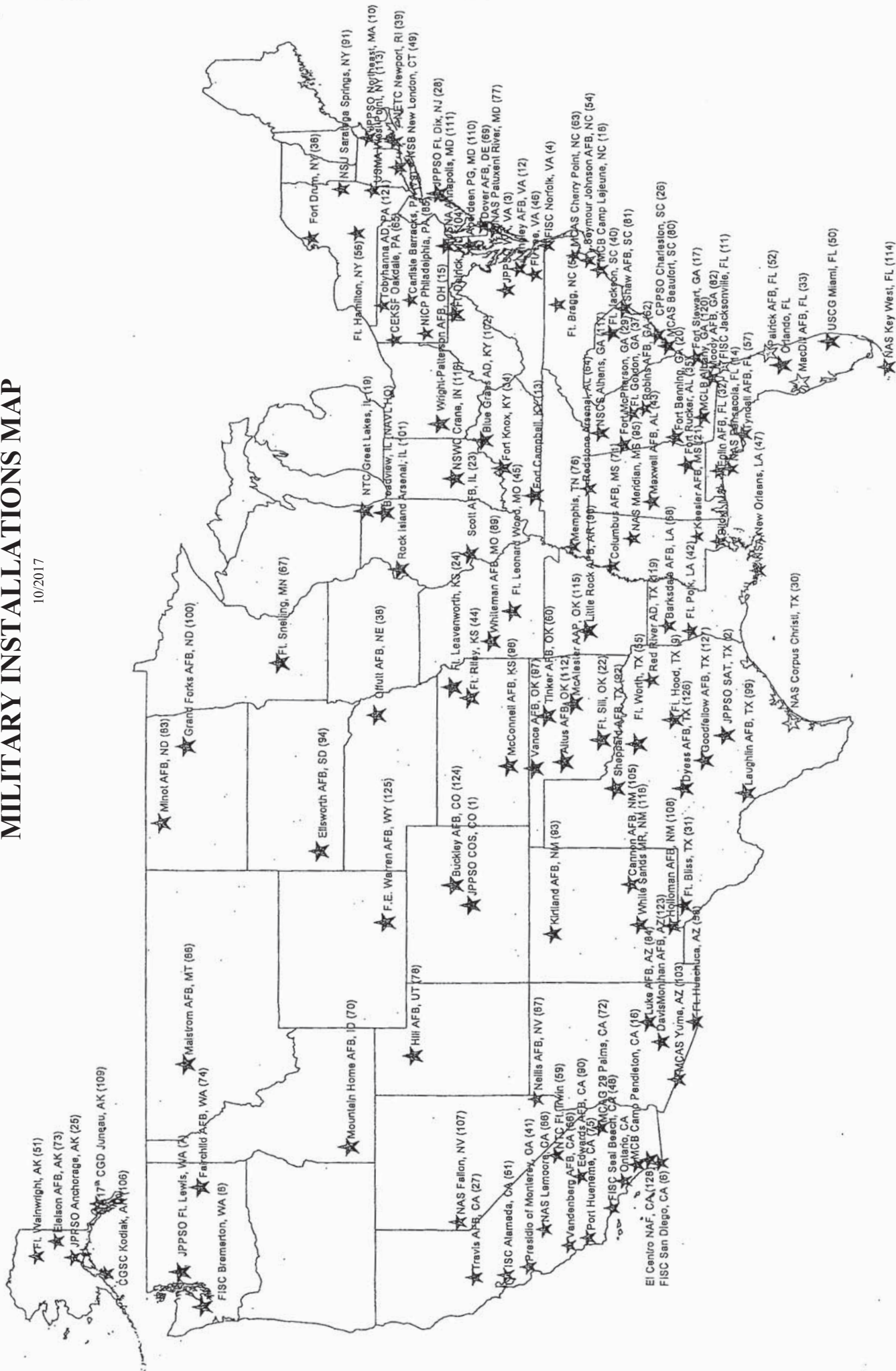
- If the shipment is **delivering to SIT**, it must be reweighed before being placed into SIT. We will not request SIT until we receive the heavy weight.
- Within 24 hours, the driver needs to contact us with the light weight, and follow up with forwarding the reweigh tickets to our office within three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



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

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

## 10/2017





# BASE ENTRY INFORMATION

## Real ID

In an effort to combat terrorism, identity theft, other crimes, and to strengthen the accuracy and integrity of driver's licenses, Congress passed the REAL ID Act in 2005. Beginning 1 October 2021 (formerly 1 October 2020, but extended by 12 months due to the COVID-19 pandemic), REAL ID Driver's Licenses, or REAL ID Identification Cards, will be required for access to enter secure federal areas (military bases). This requirement will also apply to commercial flights.

REAL ID compliant ID Cards and Driver's Licenses are distinguished from their non-REAL ID counterparts by one of several symbols below. One of these symbols will be located on the front of the driver's license or ID card indicating that it is REAL ID compliant. Please check with your state's Driver Services Facility for more information on identifying a REAL ID issued by your state.



Photo credit: nationalnotary.org

The REAL ID Act requires states to request additional documentation and substantiation in order to be obtained, as compared to a non-REAL ID Driver's License or ID Card. Again, please check with your state's Driver Services Facility for the required documentation in order to obtain a REAL ID. At this time, Oklahoma is not yet REAL ID compliant, but should be before October 2021.

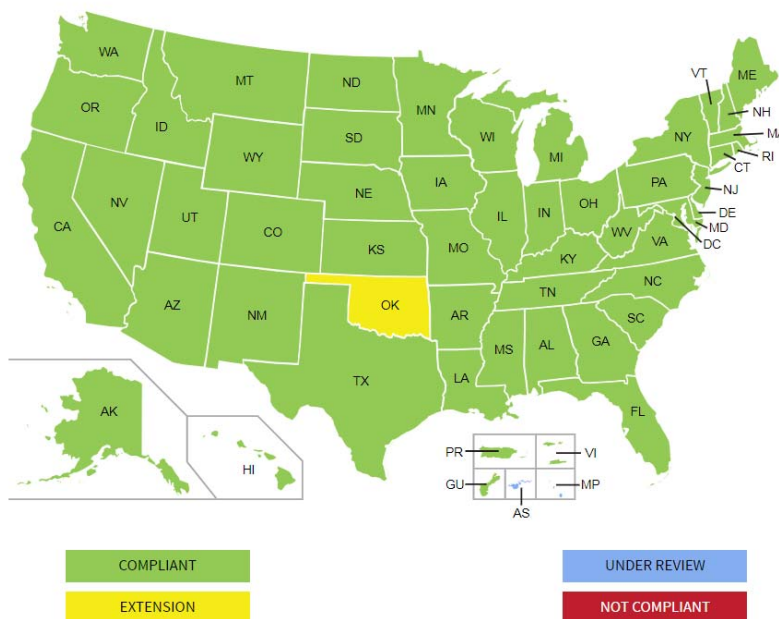


Photo Credit: dhs.gov

## BASE ENTRY INFORMATION

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Military bases will deny access to individuals without a REAL ID compliant driver's license or ID card containing the REAL ID symbol as mentioned above. Passports, passport cards, and other federally issued forms of identification may still be approved as a valid form of identification after 1 October 2021, regardless of the individual's possession of a REAL ID. If you do not have, or do not plan to obtain a REAL ID, please check with the base you plan to visit in order to determine what federally issued forms of identification are acceptable after 1 October 2021.

### **ePACS, DBIDS, AIE, and TWIC**

These are all terms that are synonymous with military base access. It can be confusing what these terms mean, which terms apply to each Branch of Service, and what is important to know for your drivers and crews. The following provides some basic insight.

ePACS (electronic physical access control system) is a combination of hardware (handheld scanners) and software that allows installations to electronically screen visitors and contractors for access. ePACS allow for continuous vetting of individuals that are registered in the system, which can assist with wait times to access bases. By continuously vetting registered individuals, those individuals can bypass the Visitor's Center for a background check and go right to the gate to have their ID scanned, and be either granted or denied access.

DBIDS (primarily implemented by the Air Force, Navy, and Marine Corps) and AIE (primarily implemented by the Army) are variations of ePACS. These systems are similar in that they both allow for continuous vetting of registered individuals. Individuals are able to register for either system, or both, by going to the Visitor's Center at a corresponding Branch of Service's base – you have to go to an Army base for AIE and an Air Force, Navy, or Marine Corps base for DBIDS. Both systems offer ID cards – AIE card and DBIDS card – once successfully registered in that Branch of Service's ePACS. As of now, these cards do not necessarily cross over Branch of Service, and some are also installation specific. If base access is granted when an AIE card or DBIDS card is used to gain entry, the driver is allowed unescorted access.

TWIC (Transportation Worker Identification Credential) is form of identification that can be used to be deemed fit to gain access to military bases. The Branches of Service are currently working to implement these cards, and enable TWIC to be registered in their ePACSs. With a registered TWIC, the individual will be continually vetted, like with a DBIDS or AIE card, and the individual can go directly to the gate for unescorted access at the installation where they are registered. As a note, there may be a per person cost associated with obtaining TWIC.

Moving forward, the military's goal is to eventually allow for REAL ID cards to be registered in these ePACS, but there is no timeline for this policy. A REAL ID remains a valid form of identification, a requirement for base access, but the individual would need to go to the Visitor's Center for screening. Additionally, whether using a DBIDS card, AIE card, TWIC, or eventually a REAL ID, these only provide "fitness" to gain access to a base. The driver/crew will still need to provide proof of need to access the base – i.e. a GBL.

If there is a military base that you or your crew members frequent, it is recommended to speak with their Visitor's Center personnel, or Security Forces for the base, in order to determine the best way to reduce gate wait time, or to bypass the Visitor's Center altogether. If there is a base that you are not familiar with, you can call their Security Forces to find out if they accept any forms of ID that you may already have, or find out what you will need to do if you do not have their required ID. As this information can change at any time, the individual bases are your best resource.

## MILITARY REGULATION LINKS

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Defense Personal Property Program Domestic 400NG 2020 Tariff  
(15 May 2020 – 14 May 2019)

<https://move.mil/sites/default/files/2020-01/2020%20400NG.pdf>

Defense Personal Property Program Domestic 400NG 2019 Tariff  
(15 May 2019 – 14 May 2020)

[https://move.mil/sites/default/files/2019-01/2019%20400NG%20Tariff\\_3.pdf](https://move.mil/sites/default/files/2019-01/2019%20400NG%20Tariff_3.pdf)

17 January 2020 – DTR – Part IV – Appendix B – Tender of Service

<https://move.mil/sites/default/files/2020-01/2020%20DP3%20Tender%20Of%20Service%20%28TOS%29%20Final-17%20Jan%20Change%202.pdf>

8 May 2019 – DTR – Part IV – Appendix B – Tender of Service

[https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_b.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_b.pdf)

15 January 2020 – DTR – Part IV – Attachment K1 – “It’s Your Move” – Armed Forces Members

[https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)

22 April 2020 – DTR – Part IV – Chapter 405 – Quality Assurance (QA)

[https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_405.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_405.pdf)

9 December 2019 – Defense Personal Property Program Claims and Liability Business Rules

[https://move.mil/sites/default/files/2020-05/2020%20DP3%20Claims%20Liability%20Business%20Rules%20-Final\\_0.pdf](https://move.mil/sites/default/files/2020-05/2020%20DP3%20Claims%20Liability%20Business%20Rules%20-Final_0.pdf)