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MEAN SCORES

FROM 1 OCTOBER TO 31 DEC 2019

dHHG	89.49
iHHG	85.46
iUB	89.14
OTO	83.56

FUEL SURCHARGE

ON AUGUST 5, 2019, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.032.

TARIFF	08/15/2019 - 09/14/2019
NVL100	8%
GSA-01	FORMULA BASED
D19/400NG	5%

NFC

NATIONAL FORWARDING CO., INC.
2800 ROOSEVELT RD
BROADVIEW IL 60155
PH: 800-722-9144

Outsourcing Update

In February of 2019, NFC published a Special Edition of our newsletter regarding USTRANSCOM's plan to Outsource the DOD Household goods program to a single source. It can be read in its entirety [here](#). The vigorous timeline USTC initially proposed has somewhat slowed in the last few months.

As of the date of this publication, the final RFP has not been released per the USTRANSCOM's latest published timeline below. We do not know when it will be released, but we do know that the Pre-Proposal Conference for 28 August has been postponed indefinitely as well. This leads us to believe some, if not all, of the estimated dates in the timelines below may be impacted.

SCHEDULE – WAY FORWARD

CONTRACT ACTION	ESTIMATED TIMELINES
Issue Solicitation	19 Aug 19
Pre-Proposal Conference	28 Aug 19
Receive Proposals	30 Sep 19
Source Selection Process - Begin Proposal Evaluations	1 Oct 19
Enter Discussions	13 Dec 19
Conclude Discussions - Request Final Proposal Revisions	3 Feb 20
Award Contract	15 Apr 20
Transition	May 20 – Jan 21
Performance Start	1 Feb 21

Detailed information can be found [here](#) on the FedBizOpps.Gov website of the GHC including the schedule above.

NDAА Detailed Timeline of Events

June 5, 2019

The House Armed Services Committee (HASC) released its draft of the FY2020 National Defense Authorization Act (NDAA). Included was: Section 3XX – Defense Personal Property Program which stated that the Commander of USTRANSCOM must prepare a business case analysis for the proposed award of a Global Household Goods Contract (GHC) for the Defense Personal Property Program. In addition, the Secretary of Defense must establish an advisory council of outside stakeholders to provide feedback. Also, funding for the single move manager contract will be withheld until 30 days after the Commander of USTRANSCOM has provided a briefing to the congressional defense committees on the business case analysis (BCA) proposed by the advisory council.

Continued from page 1

Advisory group shall have 15 members:

- 1 member representing USTC
- 1 flag or general officer from the Army
- 1 flag or general officer from the Navy
- 1 flag or general officer from the Air Force
- 1 flag or general officer from the Marine Corps
- 1 flag or general officer from the Coast Guard
- 4 members representing Transportation Service Providers including two small business concerns
- 5 members representing Armed Forces spouses

HASC also stated:

Given the importance of the GHC and the large share of military moves in the domestic market, the committee believes that stakeholders must have adequate time to thoughtfully review and comment on the draft request for proposals (RFP). Accordingly, the committee encourages the commander of USTRANSCOM to extend the comment period for the draft GHC RFP to allow at least 60 days for comments and delay the release of the final RFP until August 19, 2019. (Previously, the date was June 21, 2019)

June 12, 2019

The entire HASC reviewed and amended portions of the NDAA bill. Changes included language prohibiting the Secretary of Defense from entering into or awarding a contract until the Comptroller General submits a report on the administration of the DP3 Program to defense committees no later than February 15, 2020. This Amendment does NOT prohibit USTC from continuing the RFP process.

June 14, 2019

USTC complied with HASC, delaying the release of the Final RFP to August 19, 2019. *(It has not been released at the time of this newsletter publication.)*

August 1, 2019

The Senate passed their version of the NDAA bill. An interesting note is an amendment to the NDAA offered that GAO would do an analysis of the effects that outsourcing, which is in addition to the report the House requested. This report will be due February 15, 2020.

Mid-August

Members of the House & Senate meet and review any differences between their two bills. They can either:

- Pick one of the versions of the bill for final approval
- Compromise on points and draft a hybrid version

As of the writing of this newsletter, the NDAA has not been approved and signed by the President and we eagerly await what the final version of the National Defense Authorization Act will contain in terms of the Global Household Good Contract. As always, NFC will keep everyone advised with updates.

National Defense Authorization Act (NDAA) Fiscal Year 2020

Infographic

NDAA is introduced

*This bill contains the Global Household Goods Contract
(also known as the outsource/outsourcing)*

The House and Senate pass their own versions of this Bill, then they work together to draft one version.

Senate passes their NDAA

Key points of the Senate version:

- GAO must submit a report on the administration of the DP3 program which is due by February 15, 2020
- Secretary of Defense cannot award the GHC until 60 days after the date on this GAO report
- USTC can still review and evaluate proposals for GHC



NDAA is sent to the President to review and sign



House passes their NDAA

Key points of the House version:

- Commander of USTRANSCOM must prepare a Business Case Analysis (BCA) for the award of the GHG
- Funding for the GHC will be withheld until 30 days after the Commander of TRANSCOM provides a briefing on BCA to the House
- Secretary of Defense must establish an advisory council of outside stakeholders to provide feedback, who must provide quarterly reports on activities of the GHC



House and Senate resolve their differences in the NDAA

They can do a few things to resolve the differences:

- Adopt the House version
- Adopt the Senate version
- Create a hybrid of the two versions



NDAA becomes a law

We are waiting the final version of NDAA with the GHC to share.

Cheat Sheet of Key Acronyms, Terms and Definitions Regarding Outsourcing

There is a lot to digest regarding the outsourcing! Here is a handy cheat sheet that outlines the key acronyms, terms and definitions.

BCA	Business Case Analysis	A BCA provides a best-value analysis that considers not only cost, but other quantifiable and non-quantifiable factors supporting an investment decision.
GAC	Governmental Advisory Committee	Advisory committees provide federal departments and agencies with access to expertise and advice on a broad range of issues affecting policies and programs.
GAO	Government Accountability Office	GAO provides fact-based, nonpartisan information to Congress, often called the “congressional watchdog”.
GHC	Global Household Goods Contract	Requirement for complete global household goods relocation services contractor who should perform all the tasks in a household goods move.
GTC	Government Traffic Committee	GTC is responsible for recommending policy regarding government traffic issues and providing guidance to other councils. AMSA and IAM have their own committee’s and NFC is a participant of both.
HASC	House Armed Services Committee	HASC is responsible for funding and oversight of the Department of Defense and defense policy.
NDAA	National Defense Authorization Act	Name for each of a series of US Federal Laws Specifying the annual budget and expenditures of the US Department of Defense.
RFP	Request for Proposal	A document that solicits a proposal, often made through a bidding process, by an agency or company.
SASC	Senate Armed Services Committee	A committee of the US Senate empowered with legislative oversight of the nation’s military, including the Department of Defense.

DD 619 FORM UPDATES

USTRANSCOM recently sent out [Advisory 19-0082](#) regarding the new DD619 document effective May 2019, which cleared up questions surrounding the new form. As NFC reported a few weeks prior, previous editions of the DD619/DD619-1 document can be utilized until your current stock is depleted. Additionally, it has been advised that the old forms can be used until 1 October 2020. The new form is to be used for both origin and destination services. For copies of the new form, contact your current publishing company, they should be able to provide the new DD619 format.

Generally, this form was updated to remove information that was determined as no longer needed or applicable. However, this has left questions on where information for packing, unpacking, storage and reweighs should be noted. These services are now to be recorded in Block 14: Remarks section of the new DD619. Special attention should be placed on the need to record full packing performed and full or partial unpacking performed.

Additionally, shippers must initial next to each item recorded in Block 14.

We have provided an **EXAMPLE** of the type of information that would be inputted in this box. Click [here](#) to view it. It may be helpful to have some or all of this information pre-filed for easy notation. However, not all areas apply to every shipment so this is just a suggestion. If you have any questions, please contact our Billing Department at NFCBilling@nationalforwarding.com.

STATEMENT OF ACCESSORIAL SERVICES PERFORMED			OMB No. 0704-0531 OMB approval expires Mar, 31 2022
<small>The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-informationcollections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE DO NOT RETURN YOUR FORM TO THE ABOVE ORGANIZATION.</small>			
1. BILL OF LADING NUMBER	2. OWNER NAME (Last, First, Middle Initial)	3. RANK/GRADE	
4. ORIGIN OF SHIPMENT	5. DATE OF PICKUP AT ORIGIN (DDMMYYYY)	6. DESTINATION OF SHIPMENT	
7. ORDERING ACTIVITY/INSTALLATION NAME	8. SCAC/NAME OF TRANSPORTATION SERVICE PROVIDER (TSP)	9. NAME OF AGENT	
10. TSP SHIPMENT REFERENCE NO.	11. SIGNATURE OF TSP REPRESENTATIVE	12. DATE (DDMMYYYY)	
13. ADDITIONAL SERVICES (Enter additional information in Item 14, "Remarks")			
a. CRATES (Indicate number of crates and name of item(s) in "Remarks")		d. EXTRA PICKUP	
b. THIRD PARTY SERVICES (i.e., Schrank, pool table, etc. Must provide invoice to PPSO.)		e. EXTRA DELIVERY	
c. SHUTTLE SERVICE (Describe in "Remarks")		f. OTHER (Describe in "Remarks")	
14. REMARKS (Customer must initial next to each that apply.)			
Full pack performed _____ (Members initials)		Extra Pickup/Delivery Y / N _____ (Members initials)	
Shuttle Origin/Destination Y / N _____ (Members initials)		Third Party: _____ (Members initials)	
Wait Time/Extra Labor Y / N _____ Men: _____ Hours: _____ (Members initials)			
Bulky Article Y / N _____ Item: _____ (Members initials)			
Crating Y / N _____			
Item: _____ Crate Dims: _____ x _____ x _____ (Members initials)			
Item: _____ Crate Dims: _____ x _____ x _____			
Item: _____ Crate Dims: _____ x _____ x _____			
Full unpack and reassembly performed to satisfaction _____ (Members initials)			
Customer declined full unpack, but wanted cartons placed in designated rooms _____ (Members initials)			
Uncrating Y / N _____			
Item: _____ Crate Dims: _____ x _____ x _____ (Members initials)			
Item: _____ Crate Dims: _____ x _____ x _____			
Item: _____ Crate Dims: _____ x _____ x _____			
Origin SIT / Destination SIT (circle one)			
Shipment Storage At: _____			
Date in SIT: _____ Date Out SIT: _____ Number of Days: _____			
SIT Control Number(s): _____ SIT weight: _____			
Reweigh: Y / N Original Weight			
Gross: _____ Gross: _____			
Tare: _____ Tare: _____			
Net: _____ Net: _____			
15. STATEMENT OF OWNER			
a. MATERIALS WERE FURNISHED/ACCESSORIAL SERVICES WERE PERFORMED (X all that apply.)			
<input type="checkbox"/> ORIGIN		<input type="checkbox"/> DESTINATION	
<input type="checkbox"/> OTHER (Explain in "Remarks")			
b. SIGNATURE (Do not sign until the TSP has explained ALL that apply in Item 13, "Additional Services")			c. DATE (DDMMYYYY)

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

REMINDERS

NTS Shipments:

Please make sure to ALWAYS take a rider when picking up NTS shipments; and/or when self-hauling one out of your own NTS warehouse.

In many cases, this document can assist our Claims Department in determining liability. Not only will this help ensure the claim is handled correctly and thoroughly, but it can also release you of liability for loss and/or damage when you pick up a shipment from a NTS facility. Taking a rider on self-hauls out of your NTS facility are equally important, as per our 'NFC Policy on Riders (Self-Hauls from NTS)' dated January 23, 2008, we cannot limit liability to \$1.25 per pound for the hauler when they fail to take a valid rider.

When the NTS rider is not completed, an agent, as well as the NFC family, can open themselves to unnecessary liability on a shipment. Please also make sure to provide a copy of the rider with the rest of your paperwork when sending to us for billing. By providing this document upfront, our Claims Department can review and process a claim more effectively and timely in accordance to the rules set forth by the government.

Protect your bottom line – always take a rider on NTS shipments!!!

Electronic Cigarettes:

The use of electronic or e-cigarettes are considered the same as traditional smoking. Per the Tender of Service page 2, B. Mutual Agreements/Understandings, Section 2. Personnel:

I understand smoking (including e-cigarettes) will not be allowed in the customer's residence, or within 50 feet of the customer's personal property or the truck.



As such, do not use e-cigarettes in the customers home, near customers or near their household goods.

Date Changes:

As a reminder, if you drop pack dates due to a weight change or crew availability as the origin agent, please advise the customer and NFC Operations at nfcoperations@nationalforwarding.com or 800-722-9144. We are required to update DPS when date changes occur.



Scheduling Delivery Out of Storage

Always call the customer the day before delivery (whether it is a direct delivery or delivery out of storage) with an arrival ETA for the next day. This is not only a requirement per the Tender of Service (TOS), but it is also proven that keeping members in the loop increases CSS Scores!

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

In Oklahoma, Kyler and Tony were great! In Florida, Malcom and Darnell were great. Overall, I couldn't have asked for a better move for my last one in the AF. Antoinetta was on top of things, kept me informed and answered my questions I had. Again, fantastic experience from start to finish, everyone I encountered was very helpful, customer focused and friendly. Thank you to everyone for a great finish to 24 years.

Origin: City Moving & Storage Co, Lawton, OK

Destination Agent: Coastal Moving & Storage, Jacksonville, FL

Best move in my career. Driver was the best and so were the crews on each end.

Origin and hauler: Barnes Moving & Storage, Carrollton, GA

Outstanding service. Very professional, timely and efficient. Make the stress of having to move much less because of being such an ease to work with, especially accommodating our fluid move schedule.

Origin and hauler: McCarthy Transfer & Storage, El Cajon, CA

The lead of the crew, he did a great job of keeping everything going. It was the best move I've had and I've moved about 8 times with the Army.

Origin and hauler: Jackson's Relocation Service, Sedalia, MO under National Van Lines authority

Very courteous moving staff. The guys who brought the shipment in the house were good with the floors and did not bump anything. They put it right where we wanted it and cleaned up after themselves. The move-in was quick, but not rushed. Very happy.

Hauler: Lone Star Van Lines, Fort Worth, TX

Great service and hope the same crew moves me next time.

Origin and hauler: Ellis Moving & Storage, Old Hickory, TN

Our driver, Steve, was the best driver we've ever had for military moves! He was very organized, professional and kept in contact with us throughout the entire move process. The move was completed in a timely manner and his workers did a great job packing and unpacking our belongings. We highly recommend Steve for future military moves!

Hauler: Cannon Moving & Storage, Lemoore, CA

COMPANY NEWS

HAPPY ANNIVERSARY

August 1	Diana Aleksic	Billing Technician	8 years
August 3	Deepika Rochwani	Billing Technician	3 years
August 4	Arlene Kozlick	Internal Auditor	37 years
August 6	Vickie Carroll	Claims Adjuster	17 years
August 13	Kim Loughman	Claims Adjuster	12 years
August 22	Amy Barkoozis	Move Manager	7 years

NATIONAL VAN LINES INTERNATIONAL DIVISION

We have the expertise and worldwide contacts to provide you with the highest quality international relocation service available today. Remember: **By Land, By Sea, By Air...Anywhere!** and participating in the international market it is a great way to diversify your business. Visit our website at www.nvlinternational.com where you can gain a wealth of information including:

- Free customer quotes
- Agent quote requests
- Shipment tracking

UPCOMING MILITARY/INDUSTRY EVENTS

September 18, 2019	2019 Fall Personal Property Forum (PPF)
October 3, 2019	IAM's 57th Annual Meeting & Expo
March 15, 2020	AMSA 2020 Education Conference & Expo

