



LaborNet FAQ

How do I sign up for the app?

1. Download the LaborNet App and create an account:

iOS: bit.ly/LBRNTiOS

Google Play: bit.ly/LBRNTgGl

2. Complete your profile and tie your profile to NFC.

In the drop-down menu (top left corner): Go to My Account>>Settings>>Account:

Enter **Organization Code: CRZ-QWL-MXP-VHT** to link to the National Forwarding platform.

Watch this video to learn more [Watch Video](#).

Why do I have to use this app?

The Department of Defense (DOD) mandates that all labor servicing household goods shipments be properly qualified and successfully complete a background check. This requirement is foundational to protecting service members and maintaining the integrity of the DP3 program. Using this app guarantees labor is background checked and that NFC will be provided with the names of all the labor servicing shipments.

How do I know if my labor is background checked?

They should have a number listed in the CID field in their profile.

I have my own Labor, why can't I use them?

You most certainly can use your labor if they are in the app and have a CID. If they are not in the app you can invite them to join LaborNet. From the main menu of your app, under the three-line menu icon, choose **invite**. Enter the laborer's email address and/or phone number and click **Send Invite**. Once they are in the app with a CID, you can simply request them through the app.

I don't use any specific laborers but have 'crew leads' that I contact that provide me with labor that I trust, why can't I use them?

Crews are set up in the LaborNet app as well. You can most certainly use your preferred crew/crew leads to provide you with labor, but again, this must be done through the app and all labor assigned to our moves must have a CID. We are working towards onboarding all the well known crews in the network.

How do I know if they can get on a military base?

The base commander sets the security level and terms of people who are allowed on base, meaning that criteria from base to base can be different. A person may be able to get on one base but not another. However, by using the app and knowing your labor has a CID number, you increase your chances of easy entry. Additionally, the Labor can check off all the bases they have been on to service shipments.

How do I know if the labor is "good"?

A rating system is in place for you to look at the labor. After each move, it's important for you to rate the quality of work provided by each person so that the rating system is accurate.

How does payment to labor work?

The driver can provide a rate when requesting labor or they can check on a labor's profile to see their rate. They can advise their rate per hour, per date or per 100 lbs. Payment is handled outside of the app.

How do I know what experience/skills this person has?

When setting up their profile Labor can advise of their number of years in the moving industry along with skills.

Examples include: Customer Service, Digital Inventory, Fragile Packing, Furniture Disassembly, Furniture Reassembly, Heavy Lifting, Loading, Tier Loading, Unloading, Wrapping.

In addition, there is a section marked Formal Training, which they can advise if they have completed the 300X online course available through the app.

How do I know if someone has equipment?

When setting up their profile Labor can advise of the equipment they have to service moves. Examples include: Bungie Bands, Disassembly Tools, Pads, Truck, Handtrucks, Ladder, Dollies, Personal Tablet, Can Purchase Materials. If you are in need of any of these items for the move, make sure you communicate that with the Labor so they are ready!

Why would I ask my Labor to join the app?

Pushing Labor to sign up for the app will force positive change in the following ways:

- Increase in safety of all involved. The driver knows who is coming, they know the rating of the labor and they are background checked.
- As more labor signs up for the app, drivers will have more choices, which will naturally drive down prices.
- In the past, drivers resisted servicing shipments out of certain areas due to lack of labor, now, more options will open up for them, increasing their service capacity.

By May 15, NFC said my shipments will populate within the app, I don't see them, why?

First, make sure your profile is tied to NFC.

Go to Settings>>Account:

Enter **Organization Code: CRZ-QWL-MXP-VHT** to link to the National Forwarding platform.

Second, your dispatch must properly advise us that you are the driver and provide the phone number you used to set up your app. The shipment details will automatically populate and the day of service, our office will receive information on the labor for our records. If you do not receive this, contact Agent & Business Services at 800-722-9144 option 5, or email agency-services@nationalforwarding.com.

Can I use the app for non-NFC shipments?

Yes, of course you can!

I'm having trouble with the app, who should I contact?

LaborNet should be able to help you.

Ph 858-379-1238

nfc@labornetapp.com