

NATIONAL FORWARDING CO., INC.

MOVING FORWARD →

Issue 12, Volume 1

Proudly Serving Military Families

Q1 2022

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MEAN CSS SCORES

FROM 15 MAY 2022
– 31 JULY 2022

dHHG	92.82
iHHG	88.57
iUB	92.74
OTO	85.98

FUEL SURCHARGE

ON FEBRUARY 7, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.951.

TARIFF	02/15/2022 – 03/14/2022
NVL100	14%
GSA-01	FORMULA BASED
D19/400NG	12%

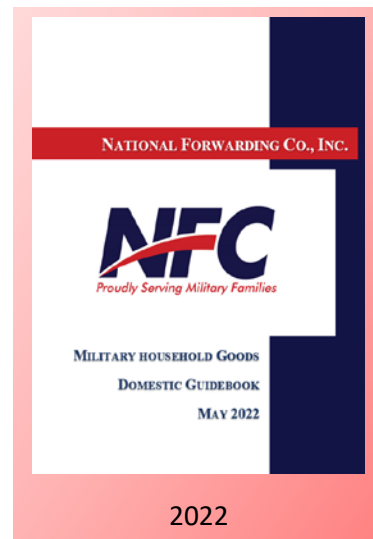
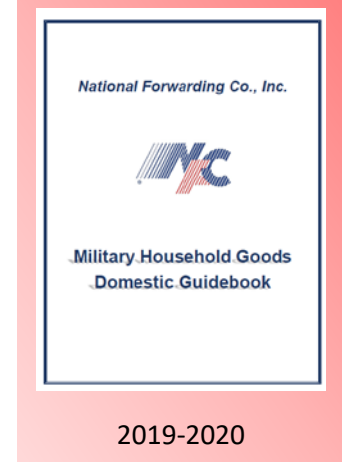
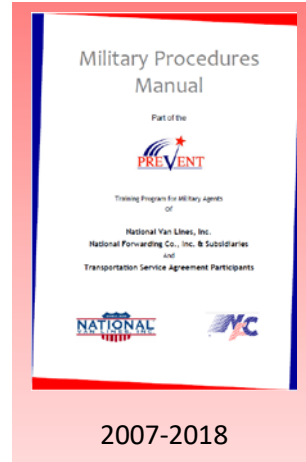
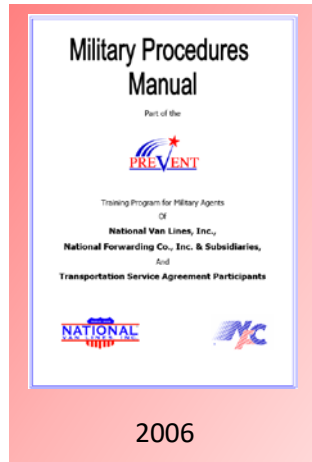
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NFC Set to Release New Domestic Guidebook

NFC's [Military Household Goods Domestic Guidebook](#) serves as a robust training tool for agents and haulers looking to either begin or improve their service in the DP3 market. The Guidebook includes sections on NFC history and resources, Agent and Hauler Responsibilities, Paperwork Requirements and Examples, Customer Satisfaction Surveys, and Military Shipment Procedures.

NFC's Guidebook has been a living document for over 15 years, with the first version tracing back to 2006. Since its initial release, the Guidebook has undergone numerous updates to align with the USTRANSCOM Business Rules. The NFC team has once again been updating the Guidebook since the new Tender of Service and 400NG released in November, and we expect that the 2022 Guidebook will be ready for use by mid-March. Look out for an email announcing that the Guidebook has been released around that time, and be sure to use it in your training and as a reference for any issues that arise on military shipments.

Below, you can see the evolution of the cover pages of our Guidebook, back when it began as the "Military Procedures Manual" in 2006.



Electronic Inventories

There was an important edit made for the 2022 DP3 Business Rules that states electronic inventories are required as of May 15, 2023. Until that time, they noted that the use of electronic inventories is highly encouraged. Per the new Tender of Service, Electronic Inventory software must:

- Ensure the listing of each item meets or exceeds inventory requirements currently contained in the [DTR](#).
- Provide clear condition descriptions of articles.
- Allow the customer to thoroughly review inventory contents, including all comments, conditions, and annotate exceptions, per line item, prior to signature.
- Have space for customers to sign each individual page in the inventory.
- Not be editable once signed and provided to the customer.
- Provide the customer with an electronic copy of the inventory prior to departing the residence with the property.
- Have the ability to display to customer and PPSOs all comments, conditions, exceptions and signatures in any subsequently emailed version.

To assist the industry, International Association of Movers (IAM) held a webinar on January 27, 2022 to begin the conversation about this transition. The webinar was recorded and is available to watch [here](#). Several NFC employees attended the webinar live, and their notes are shown below.

- Panelists & Testimonials
 - Chuck Bailey, Owner, Cornerstone Moving & Storage
 - Panel moderator
 - Ken Nishida, Vice President of Overseas Agencies, The Pasha Group
 - Ken reported that many Pasha agents have used [Voxme](#) since 2015 and are extremely satisfied with the application.
 - Kris Edney, Director of Service Center Operations, Interstate Moving & Storage, Inc.
 - According to Kris, Interstate uses Mobile Mover, and its capabilities have allowed them to streamline their paperwork flow very effectively.
 - Tim Wicker, Operations Manager, Republic Moving & Storage
 - Tim advised that Republic uses [MoovScout](#) for their inventory, and its features have helped their claim rates drastically improve.
- Recommendations
 - START YOUR TRANSITION NOW! Although these applications provide numerous benefits, your crews will need to go through the adjustment of preparing digital inventories.
 - Do your research to ensure that the software you adopt fits your agency's needs and preferences. All of the apps have slightly different interfaces and features.
 - Start small with your transition – train small groups to start, and then let your crews train each other once they become familiar with the software.
 - Start early and work out any initial kinks in the system to be ready for the 5/15/2023 deadline.
 - The bulk of the costs that the panelists underwent were not hardware (iPads, Microsoft Surface Tablets, etc.) but rather licensing and data plans for the hardware.
 - Decide on the software you want before purchasing hardware, and be sure to build all costs into your budget.
 - Be sure to exploit other benefits of having smart devices available for your crews' use.
 - Attach photos to inventories to note condition of items.
 - Take photos of property damage at the time it occurs.
 - Track device location if the crew leaves it behind at residence.

- Recommendations (cont.)
 - One challenge of note is that the customer sometimes has to wait until the inventory is complete to check through line items and ensure they agree with conditions that the crew marks. (There are ways to work around this via local sharing with the customer, but it seems to vary based on the inventory provider. Consult your provider for specific advice.)
 - IAM is working on a set of best practices with tips on how the industry can effectively use electronic inventory software. Watch for this list to be released, and adhere to its guidelines to help make for a seamless transition.

NFC also spoke with Brian Limperopulos of IAM after the webinar. Brian reiterated the panelists point that once a company has fully transitioned to electronic inventories, the benefits are evident. Many inventory providers also have built-in functionality for pre-move surveys and claims functions, and the electronic records make this integration simple and effective.

Brian shared that the most common concern industry partners have expressed is communication between different inventory software. For example, if the hauler on a shipment uses inventory software A, but the destination agent uses inventory software B, how can the inventory be downloaded and used in their respective applications? To resolve this issue, Brian advised that IAM has put together a list of standardized codes for inventory line items that inventory providers can code into their software. Assuming that these codes are adopted by inventory providers, it would create a “translation” of the inventory between different software.

Although IAM crafted this standard, it is up to inventory providers to integrate it into their systems. IAM and NFC both recommend that once you’ve selected your inventory application, request that your provider integrates the item codes found in [IAM standard ISO 17451](#). If providers get on board with this standard, it will ensure a much smoother transition as our industry prepares for this requirement coming up in 2023.

Electronic Inventories will continue to be a hot topic for future IAM webcasts. Before May, they plan to hold a webinar specifically built for drivers, so that they can discuss the details of electronic inventories together. Additionally, IAM will host different inventory providers for live demos. These demos will be free to attend, and you can register at [IAM Learning](#). Stay tuned for more information.



Tips & Tidbits: Weighing of Shipments

Please remember that VALID weight tickets are required on all NFC shipments. In order for a weight ticket to be considered valid, the following criteria must apply:

- Weight tickets obtained on the same day or next day and/or within 50 miles of loading.
- The weight ticket must include the following information:

1. Location of Scale
2. Date of Weight
3. Weights
4. Company ID
5. Shipper's Last Name
6. GBL Number
7. Weighmaster Signature
8. TSP Name

60227599
TICKET NUMBER

CAT SCALE
CERTIFIED AUTOMATED TRUCK SCALE
CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

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

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

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

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

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

DATE: 10-18-2014

SCALE: 1378
LOCATION: LOVES COUNTRY STORE
1 25 EXIT 104
PUEBLO CO

THIS IS TO CERTIFY THAT THE FOLLOWING DESCRIBED MERCHANDISE WAS WEIGHED, COUNTED, OR MEASURED BY A PUBLIC OR DEPUTY WEIGHMASTER, AND WHEN PROPERLY SIGNED AND SEALED SHALL BE PRIMA FACIE EVIDENCE OF THE ACCURACY OF THE WEIGHT SHOWN AS PRESCRIBED BY LAW.

SMITH, JOHN
BGAC0000001

SCAC

WEIGHT NUMBER: 7599

WEIGHMASTER OR WEIGHER SIGNATURE: MISTY NORRIS

FEES: \$10.50

TRACTOR #: 01 **TRAILER #:** 01

FULL WEIGHT TICKET # (IF PREVIOUS):

WEIGHMASTER SIGNATURE: MISTY NORRIS

SHIPPER LAST NAME: SMITH, JOHN

GBL NUMBER: BGAC0000001

DATE OF WEIGHT: 10-18-2014

WEIGHTS: 4480 lb, 7680 lb, 00 lb, 12160 lb

LOCATION OF SCALE: LOVES COUNTRY STORE, 1 25 EXIT 104, PUEBLO CO

COMPANY ID: SCAC

SHIPPER LAST NAME: SMITH, JOHN

GBL NUMBER: BGAC0000001

WEIGHMASTER SIGNATURE: MISTY NORRIS

TSP NAME: MISTY NORRIS

It is the agent/hauler's responsibility to provide the information on the tickets. Please make sure it is completed prior to turning in your paperwork. Additionally, linked is the [Distribution of Documents](#) sheet which outlines each agent's responsibilities, and where/who to send documentation.

Please contact [NFC Billing](#) if you should have any questions.

DP3 COVID Policies

Although some states and municipalities have removed mandates for masks and other protective protocol for COVID-19, requirements remain for servicing DP3 shipments. Per the Tender of Service:

“Prior to servicing a shipment, I will provide the customer a ‘[Transportation Service Provider Certification of Health Protection Protocols Form Version 2](#)’, dated 29 April 2020. I will certify all crew members will adhere to all guidelines issued by USTRANSCOM.”

The most recent guidelines issued by USTRANSCOM are contained in [Personal Property Advisory #21-0075A](#). The guidelines in effect state that:

1. TSP Certification of Health Protection Protocols Form Version 2 must be completed by all crew members prior to starting work on each day of service.
2. All crew members (regardless of vaccination status) must wear a mask while working inside a customer’s residence.
3. Fully vaccinated personnel may remove their mask while outside the customer’s residence in accordance with state or local guidelines.
4. Non-fully vaccinated individuals must continue to wear a mask while working outside the customer’s residence.
5. Unmasked, fully vaccinated personnel should be prepared to show proof of vaccination (CDC vaccination card or other medical documentation, hard copy or digital).

PROTECTING DEFENSE PERSONAL PROPERTY PROGRAM (DP3) CUSTOMERS:
Transportation Service Provider Certification of Health Protection Protocols

Responsible TSP: _____ Bill of Lading / Order # (NFS or DPM): _____
Customer Name: _____ Date of Service: _____
Assigned Crew Members: _____

I certify the aforementioned crew members assigned to your move have been screened—consistent with Centers for Disease Controls (CDC) guidelines—for COVID-19. I routinely monitor CDC information (<https://www.cdc.gov/coronavirus/2019-nCoV/symptoms-testing/symptoms.html>) to ensure these screenings account for the most up-to-date guidance.

I have also screened these crew members for symptoms commonly associated with other illnesses that are easily transmissible while working in the confines of a residence (common cold, flu, etc.)

I certify the aforementioned crew members will adhere to all guidelines issued by U.S. Transportation Command. Specifically, the crew:

- Is equipped with—and will wear—face coverings per CDC guidelines
- Is equipped and prepared to clean surfaces they touched in your residence (though they will seek your permission before using any cleaning products on your property)
- Represents the smallest crew required to service your move, and will adhere to social distancing guidelines
- Has been instructed and equipped to maintain good hand-hygiene

I acknowledge this is your residence, and you are empowered to decide who works (or does not work) in your residence. I further acknowledge your right to question my personnel on adherence to these protocols, and to stop and reschedule your move as you deem necessary. Your safety and security are paramount.

I appreciate that you will implement similar protocols to ensure the safety of these crew members. Please let me know if you—or anyone in your home—has COVID-19 symptoms or has been directed to self-quarantine.

I welcome your feedback on our adherence to these protocols. Please contact me or a member of my company at the below number. I similarly invite a DOD representative to contact me on your behalf.

TSP / Agent Signature
TSP / Agent Signature Block
TSP / Agent Contact Information

This form must be completed and presented to DP3 customers before work begins at the residence.
VERSION 2 (29 APRIL 2020)

**TSP Certification of Health Protection
Protocols Form Version 2**

It is of utmost importance that you ensure your crews are in compliance with these guidelines. Failure to comply with these guidelines can result in us, as the TSP, receiving disciplinary action and thereby receiving a reduced number of shipments awarded.

NFC will advise whenever there are updates to USTRANSCOM’s COVID-19 protection requirements. If you have any questions on this topic, please reach out to us at agency-services@nationalforwarding.com.

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

“The movers were excellent. They did a great job with packing and unloading. The service was excellent and I would highly recommend them to anyone moving.”

OA and Hauler: Southbay Moving Systems – Salinas, CA

“They were amazing and professional with every step of the way.”

OA and Hauler: Gerold Moving & Storage – Belleville, IL

“First crew was fast and talkative, very informative, friendly, and professional. Did a great job packing! Delivery crew was also very professional, nice and timely.”

OA: Livingston Moving & Storage – Watertown, NY

DA: Hill Moving Services, Inc – Poulsbo, WA

“Really appreciate the moving company in Virginia, and how they handled it. I appreciate their flexibility!”

OA and Hauler: Commonwealth Moving & Storage – Norfolk, VA

“Best TSP in 17 years and 8x Moves. Really cannot say enough good things about Al and his team.”

OA: Mother Lode Van & Storage – Rancho Cordova, CA

Hauler: Advantage Moving – Milpitas, CA

“They did pretty good and worked very well with the customer. It was very accommodating that the customer was able to change some of the dates to fit well with their schedule.”

OA and Hauling Agent: Finkbiner Transfer & Storage – Springfield, MO

Hauler: National Van Lines – Broadview, IL

*People will forget what you said, people will forget what you did,
but people will never forget how you made them feel.*

-Maya Angelou

COMPANY NEWS

Happy Anniversary

Date	Person	Title	Duration
January 6	Deborah Marciniac	Department Manager, National Move Management	8 years
January 10	Steve Caruso	Manager, Operations	5 years
January 11	Dawn Jurkovich	Claims Adjuster	10 years
January 11	Jana Domagala	Claims Adjuster	10 years
January 19	Laurie Johnson	Claims Adjuster	6 years
January 19	Kristi Tablerion	Claims Adjuster	6 years
January 26	Kevin Anda	DPS Systems Manager	13 years
January 29	Michael Wilson	President	15 years
January 31	Michael Czarnecki	Vice President, Claims & Customer Service	10 years
February 14	Jill Finnigan	Vice President, Operations - NVL International	16 years
February 14	Judy Flannigan	Billing Specialist	4 years
February 16	Kevin Spealman	Special Assistant to the President	35 years
February 18	Celina Norwood	Move Support Specialist	2 years
February 20	Jessica Santiago	International Military Coordinator	5 years
February 25	Michelle Lee	Move Support Specialist	2 years
February 26	Laurel Smith	International Military Coordinator	4 years
February 27	ChaDawn Parker	Claims Adjuster	3 years
March 3	Laurel Williams	Claims Adjuster	2 years
March 19	Petra DeFrance	Senior DOS Coordinator	15 years
March 21	Sarah Shuflit	Move Support Specialist	5 years
March 22	Cindy Iorfida	Administrative Assistant, Agent & Business Services	27 years
March 27	Pam Johnson	Director, Claims & Customer Service	26 years
March 30	Tracie DePasquale	Accounts Payable	22 years
March 30	Aran Johnson	Dispatcher	1 year
March 30	Nikki Tolene	Move Support Specialist	1 year