

NATIONAL FORWARDING DIRECTORY

TONNAGE LIST: www.nationalforwarding.com

ADMINISTRATION & AGENT & BUSINESS SVCS 800-323-9125 option 5 PRE-APPROVALS: 800-323-9125 option 6	OPERATIONS: 800-722-9144 option 1 MOVE MANAGEMENT: 888-993-6683 AFTER HOURS: 888-993-6683	CLAIMS: 800-325-6889 INTERNATIONAL: 800-323-1963 BILLING: 800-323-9125 option 7
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DOMESTIC DEPARTMENTAL EMAILS

Operations	nfcoperations@nationalforwarding.com	We ask that correspondence is sent to only ONE email address below. We will route accordingly.
Move Management	movemanagers@nationalforwarding.com	
Administration	admin@nationalforwarding.com	
Agent & Business Services	agencyservices@nationalforwarding.com	
Billing	nfcbilling@nationalforwarding.com	
Claims	ncs@ncsclaims.com	

NFC SHIPMENT MANAGEMENT EMAILS		PURPOSE
Blackouts	blackouts@nationalforwarding.com	Email to advise blackouts dates for OA & DA work on domestic and international shipments.
Premove Surveys	premovesurveys@nationalforwarding.com	Email to submit the premove survey. We require the NFC Premove Survey form to process a premove.
Preapprovals	preapprovals@nationalforwarding.com	Email to request preapprovals, questions regarding preapprovals, applicable preapproval items, concerns on denials, third party and front load washer questions.
Pickup Weights	originweights@nationalforwarding.com	Email to submit weights (and/or weight tickets): Gross, Tare, Net & Progear.
Reweigh Weights	reweigh@nationalforwarding.com	Email to provide reweigh weights (and/or reweigh tickets): Gross, Tare, Net & Progear.
ETA Updates	etaupdates@nationalforwarding.com	Email for the hauler to advise the ETA of shipments.
Clearing & Delivery Info	clearing@nationalforwarding.com	Email for agent or hauler to clear for direct or SIT delivery.
Notice of Delivery out of SIT	movemanagers@nationalforwarding.com	Email for SIT agent to use if they schedule delivery out of SIT directly with customer. As a normal procedure, NFC should work with the customer regarding the delivery out of storage and request dates from the SIT agent.
OA Invoice/Paperwork	origin-docs@nationalforwarding.com	Email for OA to submit invoice and paperwork.
Hauling Invoice/Paperwork	hauling-docs@nationalforwarding.com	Email for Hauler to submit invoice and paperwork.
SIT Invoice/Paperwork	storage-docs@nationalforwarding.com	Email for SIT agent to submit invoice and paperwork.
Fast Pay Paperwork	fastpay@nationalforwarding.com	Email utilized to request fast pay and a 3% commission shall apply. An invoice and legible documents must be provided.
NATIONAL CLAIMS SERVICES		PURPOSE
Domestic & Int'l Claims	ncs@ncsclaims.com	Email for all domestic and international claims related issues: inconvenience claims, real property damage, household goods damage, chargebacks.
TSP Partners		PURPOSE
MMC/SCAC Management	angela.beusse@nationalvanlines.com michael.wilson@nationalforwarding.com	Email contacts for current partners and interested parties regarding SCAC management and compliance.

NATIONAL VAN LINES

INTERNATIONAL DIVISION

NVL INTERNATIONAL EMAILS		PURPOSE
International	international@nationalvanlines.com	Email for DOD correspondence including delivery offers or general questions.
COD Documents / Quotes	INTLquote@nationalvanlines.com	Email for COD related documents and request for quotes.
DOS/GSA Shipments	NAVLOverseas@nationalvanlines.com	Email for DOS/GSA shipment documents and related correspondence.
DOD Premove Surveys	INTLpremove@nationalvanlines.com	Email for DOD date changes, pre-move surveys, crating/3rd party/shuttles.
DOD Origin Docs	INTLweights@nationalvanlines.com	Email for DOD origin docs, weight and reweigh tickets.
DOD Delivery Docs	INTLdelivery@nationalvanlines.com	Email for DOD delivery docs, delivery offers.
DOD Freight BOLS	INTLport@nationalvanlines.com	Email for DOD requests for freight BOLS or trucking status.
Invoices	nfcbilling@nationalvanlines.com	Email for invoices, required back-up, general payment inquiries.