

NATIONAL FORWARDING CO., INC.

MOVING FORWARD →

Issue 12, Volume 3

Proudly Serving Military Families

Q3 2022

CONTENTS

NEW MOVE COUNSELING MATERIAL FROM USTRANSCOM	1-2
ELECTRONIC INVENTORIES	3
TIPS & TIDBITS: REWEIGH FAQs	4
LOADING SHIPMENTS FROM NTS – HOW TO TAKE A RIDER	5
POSITIVE CSS COMMENTS	6
COMPANY NEWS	7

MEAN CSS SCORES

1 AUGUST 2022 –
30 SEPTEMBER 2022

dHHG	91.58
iHHG	87.90
iUB	91.57
OTO	87.70

FUEL SURCHARGE

ON AUGUST 1, 2022, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$.

TARIFF	08/15/2022 – 09/14/2022
NVL100	22%
GSA-01	FORMULA BASED
D19/400NG	21%



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

New Move Counseling Material from USTRANSCOM

On July 20 and July 21, USTRANSCOM released Personal Property Advisories [#22-0090](#) and [#22-0091](#), respectively. These advisories included new move counseling materials produced by the Defense Personal Property Management Office (DPMO).

Advisory #22-0090 announced the launch of two new communications products: an informational YouTube video and printable promo cards. These products direct the customer to reach and use the revamped version of move.mil – [Military OneSource's "Moving Your Personal Property" page](#). This page contains numerous online tools, guides and FAQs, helpful links, and customer service contacts for our military customers.

Much of the information on Military OneSource is intended to set proper expectations for the customer or instruct them on how to prepare for their move. Providing the customer with these materials in the beginning of the move benefits both the customer and the TSP. On the agent side, we recommend that representatives take printed QR codes to give to the customer during the premove survey. This will provide the customer with a resource to independently seek guidance for their move, and leave a great first impression of the agent and TSP.

The informational video can be found [here](#), and a promo card with the QR code is shown below. If you plan to print a large quantity of these to give out to customers, please go to the full advisory and print page 2, which contains four promo cards.



Moving Soon?



For online tools, information, and support, visit:
MilitaryOneSource.mil/PersonalProperty



New Move Counseling Material from USTRANSCOM (Cont.)

Advisory #22-0091 announced the release of new and revised fact sheets intended to educate customers on specific topics. These fact sheets are all available for download on Military OneSource, and cover areas of interest such as: Steps to a Smart Move, Claims, Containerization, 7-Day Pickup Spreads, and Personally Procured Moves.

The fact sheets are not as convenient as the promo cards from Advisory #22-0090, but they contain a wealth of information and serve as great reference material for the curious or inquisitive customer. There is no need to keep printed copies of the fact sheets at the ready, but it is useful to point customers in the direction of these fact sheets, which may include saving the advisory in an easily accessible place to reach the links to the sheets.

Below are the two most general fact sheets: the “Steps to a Smart Move” and “Personal Property Quick Reference Guide.” These sheets list the customer’s duties in preparing for their move and set appropriate expectations for what we as the TSP will do. USTRANSCOM asks that we share these and all other new fact sheets with customers via the various communication channels available to us.

PERSONAL PROPERTY QUICK REFERENCE GUIDE		
Defense Personal Property Management Office Publication Date: 11 May 2022		
PREPARING FOR YOUR MOVE Expect Your Mover To: <ul style="list-style-type: none"> Contact you within three business days after shipment award to confirm your pickup date (or one business day for short notice shipments). Provide a point of contact to answer your questions or make changes to your move. Conduct a pre-move survey with you at least five days after shipment award but no later than nine days prior to the first scheduled pack or pickup date. Your (Customer) Responsibilities: <ul style="list-style-type: none"> Update your contact information in DPS. Ensure your residence or pickup location is tidy. Set aside everything you do not want packed. Disassemble and clean all outdoor items (swing set, shed, etc.) and remove property from your attic, crawl space, or storage area. Drain your motorcycle of all gasoline. Disconnect the battery and tape ends with electrical tape to prevent leaking. Take photographs of your goods as a record of everything you own and to provide evidence of condition and working status. Get appraisals on your high value items. For a complete list of responsibilities please visit www.ustrancom.mil/dps/part-hv/tr_jar_1r_app_3_1.pdf. 	YOUR MOVING DAY(S) Expect Your Mover To: <ul style="list-style-type: none"> Treat you, your home, and your belongings with respect. Follow all COVID-19 related Health Protection Protocols. Arrive between 8 AM to 5 PM, and finish work by 5 PM (unless you approve otherwise). Prepare an accurate, legible handwritten or electronic inventory of all your personal property. Identify in writing your high-risk or high-value items. Disassemble items to ensure safe transport, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles. Your (Customer) Responsibilities: <ul style="list-style-type: none"> Follow all COVID-19 related Health Protection Protocols. Keep all hand-carried items (car keys, cash, cell phones, etc.) and documents containing personal information (ID cards, orders, move paperwork, passports, etc.) in a secure place, out-of-sight, so they don't get packed. Ensure the inventory form shows the true condition of all your goods and note inaccuracies on the form BEFORE signing. Verify inventory is correct BEFORE your goods are loaded on the truck or placed into wooden crates. Inspect every area (rooms, attic, basement, yard, etc.) BEFORE the truck leaves to ensure all items are packed and there is no damage to your home. 	YOUR DELIVERY DAY Expect Your Mover To: <ul style="list-style-type: none"> Call at least 24 hours before arrival to confirm you can accept delivery. After two failed attempts to reach you, the mover will request the transportation office's approval to move your goods to temporary storage. Unpack all your items with one time placement; reassemble items that were disassembled at origin; and remove all packing materials on the day of delivery (unless you direct otherwise). Use the same inventory prepared at origin to verify delivery at your home. Your (Customer) Responsibilities: <ul style="list-style-type: none"> BEFORE delivery day, verify if you are entitled to receive a through if shipment is close to or over your max weight allowance. Check-off each tag number from your inventory list as each item is offloaded from the truck. Document with the moving company obvious loss or damage to your goods. Dispose of packing materials if you decline to have the movers repack your goods. Report any loss or damage to the mover within 180 days of delivery for HMC and/or NTS and DPMA shipments.
WHO TO CALL FOR HELP 1. Local Transportation Office: https://installations.militaryonesource.mil 2. Branch of Service Customer Service: <ul style="list-style-type: none"> Army (800) 521-9999 (202) 961-5000 Marine Corps (855) 444-6663 Navy (855) 444-6663 Air Force (210) 652-3357 Coast Guard Contact the local transportation office 3. USTRANSCOM Customer Support Center Toll Free: (833) MIL-MOVE (645-6883)	PROVIDE FEEDBACK Customer Satisfaction Survey Your feedback helps determine which companies get DOD's business—please let us know if you were satisfied (or not)! Complete your survey: <ul style="list-style-type: none"> Online: Click the survey link you receive via email or text. This can be completed on any mobile device (laptop, smartphone, or tablet). Looking for more information and resources? Visit www.militaryonesource.mil/personalproperty <div style="border: 1px solid black; padding: 5px; text-align: center;"> Do not sign any document unless you fully understand or agree with it! Contact your local transportation office if you experience any problems or have questions during your move. </div>	ADDITIONAL TIPS Non-Temporary Storage (NTS): <ul style="list-style-type: none"> Please note NTS facilities are not climate controlled. You may not store firearms in a secured lock box or locked safe. Residential Damage: <ul style="list-style-type: none"> Your moving company must conduct a walk-around with you at both arrival and departure, noting in writing any damages (interior and exterior) to your residence on the DPS Residential Damage Form. Your movers must protect your home (namely flooring and damage in high-traffic areas) from damage. Inconvenience Claims: <ul style="list-style-type: none"> If the moving company misses your pickup or delivery date, you can file a claim to be reimbursed for incurred expenses. Privately Owned Vehicles (POV): <ul style="list-style-type: none"> If moving or storing a POV, visit PC2myPOV.com for more information and tips.

Steps to a Smart Move

7 Steps to Make Your Household Goods Move a Smart Move

A household goods shipment involves many steps, so it's important to coordinate your move immediately. Here's how to do it, from start to finish:

-  **Make an appointment** at your local transportation office, (listed as Household Goods/Transportation Office inbound or outbound on MilitaryINSTALLATIONS) for you and your spouse. Be sure to ask about your weight limit and other entitlements.
-  **Schedule your move** in Defense Personal Property System, or DPS.
 - You will be asked to specify the 7-day Spread Window used for scheduling your pick-up date.
 - Remember to update your contact information in your DPS account.
-  **Prepare your home and belongings**
 - Tidy up your residence; remove items from the walls; disassemble and clean outdoor items.
 - Inventory and take pictures/videos of your residence and everything you own to document condition. Get appraisals for high value items and antiques.
-  **Put aside special items**
 Make sure to hand carry special items to your new location. Put hand carry items in a place where the movers won't pack them, such as in a locked room or closet, or inside your car. This includes:
 - Treasured items like family heirlooms, jewelry or signed sports memorabilia
 - Important paperwork like medical records, car titles and insurance documents
 - Items you'll need in the first week like clothing, medicines, laptops and your kids' favorite toys
-  **Verify your inventory form** with the moving crew.
 - Confirm all items are accounted for during both pick-up and delivery.
 - Ensure the inventory form shows the true condition of your goods and note inaccuracies before signing the form.
 - Inspect every area to ensure all items are packed up before the moving truck leaves.
 - Keep a copy of your form for delivery day and claims filing.
-  **Check for damaged or missing items** upon delivery.
 - You have 180 days to notify your moving company about your lost or damaged items. Visit DPS to submit your itemized claim for reimbursement.
 - Report any damage to your residence to the pick-up and/or delivery crew.
-  **Do the customer satisfaction survey**
 Look for emails and text messages about when to provide your feedback to make future moves better for military families.

For more tips, information and customer service contacts, visit the PCS & Military Moves page on MilitaryOneSource.mil



MILITARY
ONE
SOURCE

MILITARY
INSTALLATIONS

PLAN
MY MOVE

Personal Property Quick Reference Guide

Electronic Inventories

At this time, we are less than one year away from the beginning of DoD-Mandated use of electronic inventories, effective May 15, 2023. With this year's peak season drawing to a close, it is important that your company starts this transition as soon as possible, if not already complete. Below are a few key points to keep in mind regarding this transition:

- **Start Your Search ASAP**

Time is ticking to choose a provider, purchase licenses, purchase devices (if necessary), and train your crews, it is essential for your own success that you start your transition now.

USTRANSCOM gave the industry over one year to make this change to digital inventories, and it is important that any difficulties are sorted out prior to May 15, 2023. If you are still searching for your provider of choice, please visit IAM's "[Overview of Electronic Inventory Requirement](#)" page for plenty of information and resources to understand the mandate and get started on your search.

- **Understand ISO 17451**

One of the most relevant worries with electronic inventories is transmitting copies between different parties involved with the move, especially if the parties are using different software, or different languages in the case of international shipments. To combat these issues, IAM developed ISO Standard 17451, which provides numerical codes for common inventory line items. If an inventory provider is compliant with ISO 17451, it allows for much smoother transmission of inventories to other parties. More information on this standard can be found at the "[Overview of Electronic Inventory Requirement](#)" page.



- **Consider Your Inventory Wants & Needs**

Apart from compliance with ISO 17451, many of the differences between electronic inventory providers lie in the user interface and in-app capabilities. It is worth doing some research to see which software will best fit the preferences of your business. For example, perhaps you are looking for a software that is optimized for use on a smartphone rather than a tablet. There are certainly software providers that fit this preference, and they can easily be found through a quick search on Google or [IAM's Mobility Exchange](#). If using the latter, the search term "Digital Inventory Software Industry Partners Company," will yield the list of software providers and list their certifications, with links to their websites that have plenty more videos and information.

- **View the Transition as an Opportunity**

Although the mandated switch is not convenient for many agencies who have effective procedures in place for handwritten inventories, there are endless testimonies from companies who use electronic inventories and the benefits that the upgrade has given them.

Tips & Tidbits: Reweigh FAQs

USTRANSCOM adjusted the automatic reweigh thresholds with the release of the 2022 400NG and Tender of Service in November 2021. As we have seen throughout the summer, the new thresholds significantly increased the number of shipments with required reweighs. Below are answers to some FAQs regarding reweighs.

Which shipments need to be reweighed?

Automatic reweigh thresholds were adjusted so that there are now two conditions that are sufficient for an auto-reweigh: for pay grades E-1 thru E-5, all shipments weighing 4000 lbs or more are required to be reweighed. For pay grades E-6 thru O-10, all shipments weighing 7000 lbs or more are required to be reweighed.

Who is responsible for reweighing a shipment?

It is NFC's policy that the hauler is always responsible to reweigh a loose load shipment. If a shipment is containerized, the destination agent is usually responsible to reweigh. If the hauler fails to reweigh, we may request that the SIT agent performs a reweigh prior to delivering out of SIT.

NFC will send a reweigh request via email to the responsible party once it is confirmed that a shipment requires a reweigh. If you'd like these notifications to go to a specific email for your convenience, please advise [NFC Agent & Business Services](#).

When and where should a shipment be reweighed?

Per the 2022 400NG, Note 3 Item 4, "When PPSOs request a reweigh, the reweigh must be completed at destination (prior to storage or delivery) with sufficient time to allow the government or the customer an opportunity to witness the reweigh."

It is preferred that the reweigh occurs as close as possible to the delivery address or DA's warehouse. Reweigh the shipment on the day it is offloaded, getting the gross weight immediately before and tare weight immediately after offloading, if possible. Please note that shipments must be weighed only at certified scales.

What documents are required to be submitted when a reweigh is performed?

The agent who performed the reweigh must submit **legible** copies of the reweigh tickets to NFC within 3 Government Business Days of the reweigh. To be considered valid, both the gross and tare reweigh tickets must be legible and list:

- Weight ticket #
- Weighmaster signature
- Reweigh date and location
- Customer's last name
- GBL # and SCAC



[illegible]

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

“Of the 4 PCS moves I've done, this was the best crew. Professional, timely, and considerate. No issues at all. Highly recommend. The packers and movers were excellent. Best I've encountered in my military career.”

OA and Hauler: California Relocation – Garden Grove, CA

“The whole crew from packing to loaders were very professional, timely, friendly, and efficient. By far the best movers I have had. Extremely professional, courteous, and efficient. Best moving company I have dealt with since joining the Army.”

OA and Hauling Agent: Finkbiner Transfer & Storage – Springfield, MO
Hauler: National Van Lines – Broadview, IL

“They were awesome. They contacted me and worked with our schedule with great communication, attitude, timeliness. Great team and company”

OA: Lippincott Van Lines – Winsted, CT
Hauler: Lone Star Van Lines – Fort Worth, TX

“They worked hard and did a great job for my family.”

OA: Quality Services Moving – Lorton, VA
Hauler: G&J Moving – Springfield, VA

“My driver, Fred, and his crew were the best seen in my 20+ years of 12 moves!”

OA and Hauler: RT Relocation – Cheshire, CT

"A lot of people have fancy things to say about customer service, but it's just a day-in, day-out, ongoing, never-ending, persevering, compassionate kind of activity."

– Christopher McCormick

COMPANY NEWS

Happy Anniversary

Date	Person	Title	Duration
July 2	Akira Williams	Administrative Assistant, Claims	23 years
July 8	Christine Shuflit	Assistant Manager – National Move Management	7 years
July 13	June Gianan	Billing Support	1 year
August 3	Deepika Rochwani	Billing Technician	6 years
August 4	Arlene Kozlick	Internal Auditor	40 years
August 6	Vickie Carroll	Claims Adjuster	20 years
August 13	Kim Loughman	Claims Adjuster	15 years
September 12	Deanna Munizza	Senior Manager, Agent & Business Services	16 years
September 29	Linda Griffin	Adminstration	42 years

NFC Phone & Email Directory

Our [directory](#) shows phone numbers and emails for all of our departments, as well as emails for specific shipment management items, such as premove surveys, ETA updates, and more. Keep this directory handy to ensure that your documents and information are processed promptly.

Working with NFC

NFC is looking to expand its agent and hauler network. If you want to work with NFC, or if you know someone who does, please use the QR code below to navigate to our website and fill out our New Agent/Hauler form. Our team will review your information and reach out to follow up.

P.S., if you're a current member of our network, please reach out to Agent & Business Services at agencysservices@nationalforwarding.com to ask how you can be rewarded for referring other agents to work with us!

