



## CONTENTS

NEW DP3 CSS FORMAT	1
LOADING SHIPMENTS FROM NTS	2
TIPS AND TIDBITS: CUSTOMER-PACKED TOTES AND BOXES	3
POSITIVE CSS COMMENTS	4
PEAK SEASON REMINDERS	5
COMPANY NEWS	6

### MEAN CSS SCORES

15 MAY 2022 – 31

JULY 2022

dHHG	92.82
iHHG	88.57
iUB	92.74
OTO	85.98

### FUEL SURCHARGE

ON MAY 2, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E. AT \$5.509.

TARIFF	5/15/22 – 6/14/22
NVL100	24%
GSA-01	FORMULA BASED
D19/400NG	24%



## New DP3 CSS Format

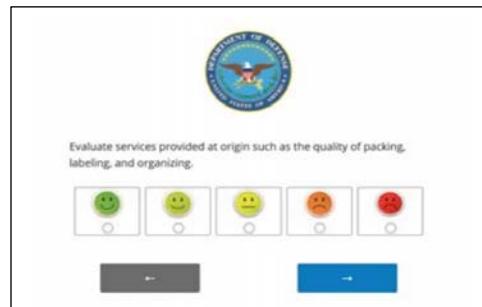
During the Spring 2022 Personal Property Forum, USTRANSCOM advised that the format of the DP3 Customer Satisfaction Survey would undergo changes, effective April 30<sup>th</sup> 2022. The changes to the CSS are outlined in [Personal Property Advisory #22-0053](#).

Essentially, rather than the customer completing one survey after they receive delivery, the previous CSS's questions are split into two different surveys that the customer receives throughout the move. The first survey is sent to the customer via text and/or email 2-5 days after the shipment enters "In-Transit" status in DPS. It asks the customer to evaluate origin services, using the current CSS questions regarding packing quality, loading quality, and loading timeliness. The second survey is sent 30-35 days after the shipment enters "Delivered Complete" status in DPS, and asks the customer to evaluate delivery quality, delivery timeliness, and overall satisfaction.

In order for a customer's CSS to count toward the TSP's score, they must complete both portions of the survey within one year of first receiving the CSS. The DPMO will send the customer several reminders to complete each portion of the survey, the last reminder going out 72 days after the initial transmission.

Although the CSS questions remain the same, the response format has been updated. The customer no longer responds with descriptions (Excellent, Good, Poor, etc.) but with a range of smiley faces that correspond to the same numerical values (shown below). TSP's will still receive CSS scores in the same numerical format as they do now, and NFC will continue to distribute scores that we receive to the agents who worked on the move.

USTRANSCOM advised that the purpose of the CSS changes is to increase survey response rate and reduce survey fatigue for the customer. They reported favorable statistics from their testing with this new format, and expect to see those findings reinforced with more data following the market-wide rollout on April 30<sup>th</sup>. USTC has also reminded TSP's that the DP3 CSS should be the ONLY survey that the customer is asked to complete. Agents and TSP's should not solicit feedback from the customer, unless it is encouraging them to complete the DP3 CSS. You can find an example of the customer view of the new CSS [here](#).



## **Loading Shipments From NTS**

With peak season around the corner, all different types of shipments are constantly being scheduled. NFC wants to provide a refresher on how to properly service shipments coming out of Non-Temporary Storage (NTS). Below are a few key points to keep in mind when loading shipments from either your own NTS or a foreign agent's NTS.

### **1. Take a Proper Rider**

With Full Replacement Valuation, we feel it is necessary to formalize our policy. We cannot limit liability to \$1.25 per pound per article for the hauler when they fail to take a valid rider, whether picking up the shipment from their own NTS warehouse or out of a foreign NTS warehouse. Not taking a rider of any kind must be considered negligence, in that the agent has not taken any steps to protect us from absorbing a share of damages that may have already been present. The rider must be provided to us with the rest of the paperwork in order to be accepted by NFC, and the rider must be received prior to receipt of the actual claim from the customer. Loss has always been charged in full, and is not affected either way. The proper procedure is to take a rider using the existing inventory – the only time a “reinventory” would be valid is if it cross-references the original numbers. Even then, it's not a good idea. We must ensure that a rider is carefully worded so that it protects us against claims. If, for some reason, you do not think it's possible to complete a rider, please contact our Claims Department while still at the facility and before loading any of the HHGs on your trailer.

### **2. Thoroughly Check for Mold and Mildew**

Never accept a shipment with a substantial amount of water damage, or if ANY mold or mildew is detected. If mold or mildew is smelled or seen, stop and contact our Claims Department immediately. Even if a rider notes mold, mildew, or water damage, the expenses associated with “damage mitigation” would fall to the last handler per military regulation. These costs can often exceed the claim, and the mold could pose health hazards to certain individuals.

### **3. Inspect Furniture and Damaged Cartons for Pre-Existing Damage**

Do not accept any pre-wrapped furniture without unwrapping it and taking exceptions. This goes for shrink/stretch wrap, paper-padded furniture, or any other wrapping. If it is not a carrier-packed carton, it must be carefully viewed and exceptions must be noted. If a carton is severely crushed or rattles, open up the box to see what, if anything, is broken, and write what the actual damaged item(s) is on the rider. Simply writing “crushed carton” is insufficient to protect us from liability for damaged contents.

### **4. Contact National Claims Service ASAP for any Concerns**

If you have any questions, or crews run into a situation where they are unsure of how to proceed, contact our Claims Department as quickly as possible and while the crew/driver is still at the NTS facility. Receiving word of a situation after the fact does not allow us to offer guidance. The Claims Department can be contacted at 800-325-6889.

## **Tips & Tidbits: Customer-Packed Totes & Boxes**

For better or worse, many military customers ship household goods that are pre-packed into their own boxes or totes. Per the [2022-2023 Tender of Service](#), TSP's and agents have several responsibilities when confronted with a shipment containing customer-packed items.

The responsibility to inspect the pre-packed goods falls to the origin agent. The agent must inspect the goods so that an accurate description of contents can be made on the inventory, and any exceptions to the condition of the goods are noted. Additionally, the agent must ensure that no [articles prohibited by the TOS/DTR](#) are present. In the event that there are prohibited items, the agent should remove the items and ensure the remaining items are packed sufficiently.

If the container or manner of packing are insufficient and the goods require repacking, the agent is responsible for repacking the items. Repacking should be done with quality packing material that is in new or sound condition. New packing material must be used for mattresses, box springs, linens, bedding, and clothing. If the customer pre-packed goods into egg, fruit, or vegetable crates, or a similar container, the goods must be repacked as these sorts of containers are prohibited by the TOS.

### *TOS Section C.3: Packing Requirements*

#### 3. [Packing Requirements](#):

##### a. Packing:

- (1) I understand I am liable and responsible for all packing.
- (2) I have the responsibility to inspect all pre-packed goods to ascertain the contents, condition of the contents, and only articles not otherwise prohibited by the Tariff/Tender are contained in the shipment.
- (3) When I determine goods require repacking, such packing must be performed by me. I agree to use quality commercial practices in selecting packing materials and agree to use containers that meet military specifications when required.

##### b. Materials:

- (1) I understand all materials must be new or in sound condition and new material must be used for mattresses, box springs, linens, bedding, and clothing.
- (2) When allowed and if material is not new, all markings pertaining to any previous shipment must be completely obliterated. Cartons lacking a manufacturer's certification is not authorized.
- (3) Egg, fruit and vegetable crates, and similar types of containers will not be used.

\*If your agency runs into an issue with pre-packed containers and you're unsure of what to do next, please call NFC Claims at 800-325-6889 and they will provide guidance.



# WHAT OUR CUSTOMERS ARE SAYING

## *Positive Customer Satisfaction Survey Comments*

“This is the best move I have ever had. The people showed up when they said that they would.”

OA: Lynn Moving and Storage – Louisville, KY

DA: Cord Transportation – Dixon, MO

“All service providers were very professional, efficient, and careful with my household goods. I am very satisfied with their service.”

OA: Gerold Moving – Belleville, IL

Hauler: Wheaton Van Lines – Indianapolis, IN

DA: California Relocation – Garden Grove, CA

“The moving team did an excellent job and was courteous and patient with all the questions and was very informative. They adjusted with any need we requested on site and was easily contactable for all our requirements. I would use them again in a move just because of how honest and courteous they all were. Great work!”

OA and Hauler: Custom Moving – Fayetteville, NC

“Really happy with the level of communication and timeliness. This was the best TMO experience we've had in 12 years on active duty!”

OA and Hauler: Cornerstone Moving & Storage – Fredericksburg, VA

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*Know what your customers want most and what your company does best. Focus on where those two meet.*

*-Kevin Stirtz*

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# ***PEAK SEASON REMINDERS***

## **BLACKOUTS**

Please keep NFC updated on your agency's blackouts throughout peak season for both domestic and international work. We use this information to gauge capacity and enter our own blackouts as a TSP. To submit your blackouts, please email [blackouts@nationalforwarding.com](mailto:blackouts@nationalforwarding.com). Note that the Refusal Period is ending soon and blackouts will only grow in importance when that time comes. For International shipments, please advise us of days where you cannot accommodate Code 4 shipments over 2500 lbs.

## **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. Someone will reach out within one business day to follow up.

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



# COMPANY NEWS

## Happy Anniversary

Date	Person	Title	Duration
April 12	Kristin Louapre	Senior Logistics Coordinator – NVL International	18 years
April 13	Patty Farmer	Fast Pay & Accounts Receivables Administrator	23 years
April 21	Jennifer Leitner	Move Support Specialist	5 years
April 24	Patty Hartung	Office Assistant	33 years
April 26	Stephanie DiVito	Manager, Military Operations – NVL International	12 years
May 3	John Barrett	Claims Adjuster	11 years
May 3	James Pustz	Programmer / Analyst	1 year
May 4	Justin Gatz	Military Coordinator – NVL International	1 year
May 8	Dhara Patel	Senior Move Support Specialist	4 years
May 12	Courtney Rose	Move Support Specialist	18 years
May 14	Matt Logan	Dispatcher	15 years
May 16	Greta Ciuksyte	Billing Specialist	6 years
May 26	Tina Empson	Senior Military Coordinator – NVL International	7 years
June 1	Eileen Sherman	Executive Vice President, Operations	41 years
June 5	Brad Hides	Claims Adjuster	15 years
June 10	Annie Burton	Claims Adjuster	1 year
June 12	Barb Johnson	Internal Auditor	44 years
June 13	Natasha Yalovay	Director, Domestic Military Operations	21 years
June 15	Jake Wislek	Dispatcher	1 year
June 16	Landon Fisher	Technical Administrator	2 years
June 17	Tom Kennedy	Office Manager	19 years
June 17	Peggy Monson	Claims Adjuster	14 years
June 19	Paul Kozlick	Accounting Manager	44 years
June 22	Angela Beusse	Director, Agent & Business Services	17 years