



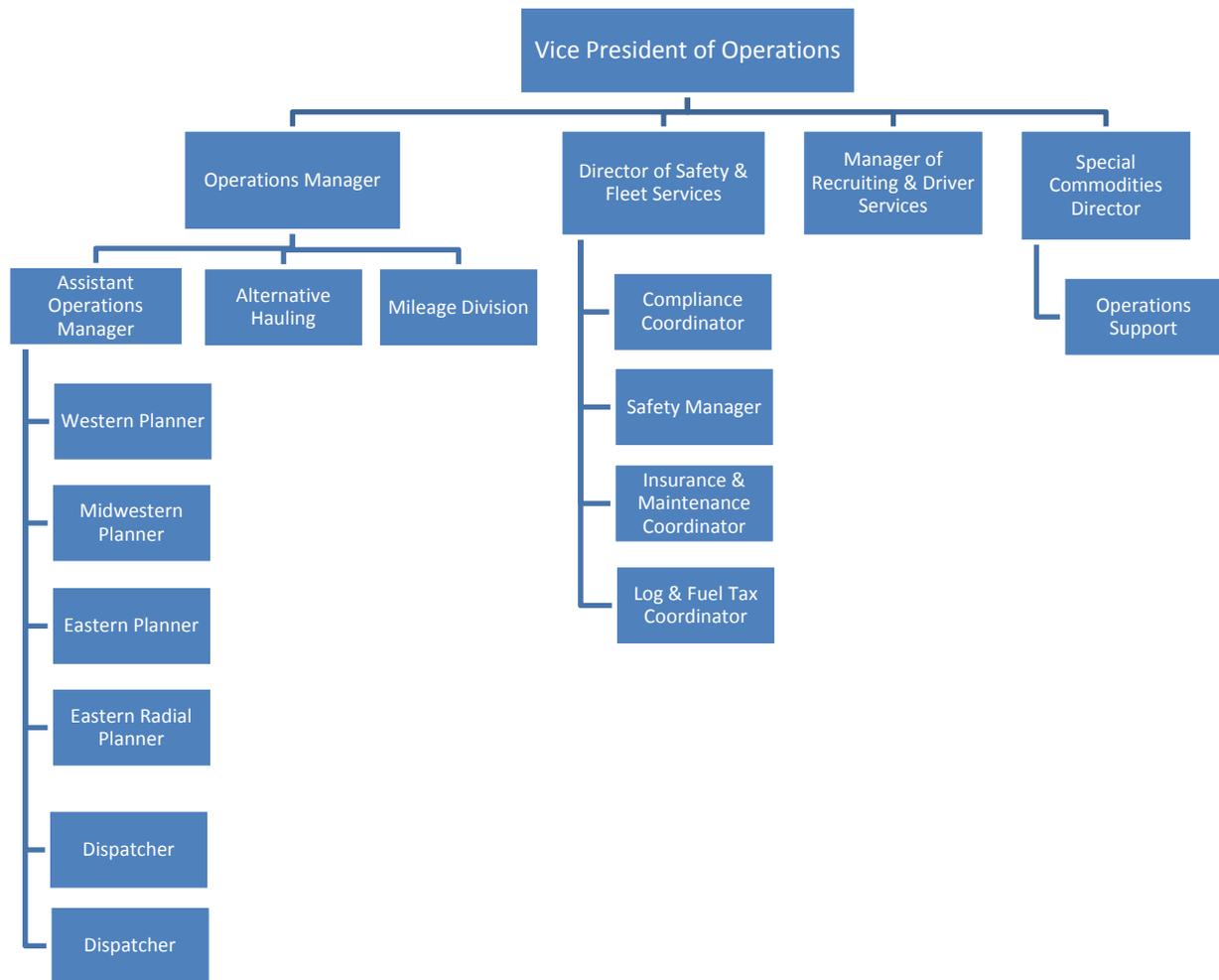
# **Section XI**

# **Operations**

Revised: March 18, 2014

**XI. OPERATIONS**

<b>Organizational Chart &amp; Department Description</b>	Page 2
<b>Important Phone Numbers</b>	Page 3
<b>Scheduling</b>	Page 4
<b>Dispatch</b>	Page 4
<b>Pack Crew Responsibilities</b>	Page 5
<b>Gypsy Moth Inspections</b>	Page 5
<b>Fire Ants</b>	Page 5
<b>Self-Haul Policy</b>	Page 6
<b>Driver Responsibilities</b>	Page 7
<b>Hauler Protection</b>	Page 8
<b>Authorized Agent Pickups &amp; Split Hauls</b>	Page 8
<b>Shuttle Policy</b>	Page 11
<b>Application of Shuttle Service</b>	Page 11
<b>Alternative Capacity Shuttle Trailer Procedure</b>	Page 13
<b>Weighing Procedures</b>	Page 15
<b>Special Permit Requirements</b>	Page 16
<b>Binding Estimate Policy for Van Operators</b>	Page 16
<b>Transporting Firearms</b>	Page 21
<b>Hiring Labor</b>	Page 23
<b>Delivery into SIT</b>	Page 23
<b>Agent Line-Up Report</b>	Page 25
<b>Transit / Service Guide</b>	Page 26
<b>Policy on Uniforms &amp; Painting Policy</b>	Page 29
<b>Committed Fleet Participation and Benefits</b>	Page 30
<b>Driver's Changing Their Affiliation/Sponsor</b>	Page 30



## Operations

- Fleet Size
- Transit Guide
- Self Haul & APU Policies
- Hauler Protection Program
- Schedule Trips
  - Allow for all shipments to be loaded and delivered on time
  - Minimize the miles traveled to complete a trip
  - Maximize capacity of the truck
  - Provide an acceptable profit level to the hauler
- Driver Dispatch
  - Interface with drivers on all operational matters
  - Daily check calls from driver
  - Update load dates, ETA's and actual delivery dates in the system

**Safety & Fleet Services**

- Driver and vehicle compliance & maintenance
- Driver and equipment qualification & licensing
- Accident investigation
- Audit and retention of logs and fuel receipts
- Administer drug and alcohol testing program
- Insurance Certificates & Compliance

**Driver Services**

- Recruiting
- Driver training
- Driver issues
- Driver orientation
- Driver quality control

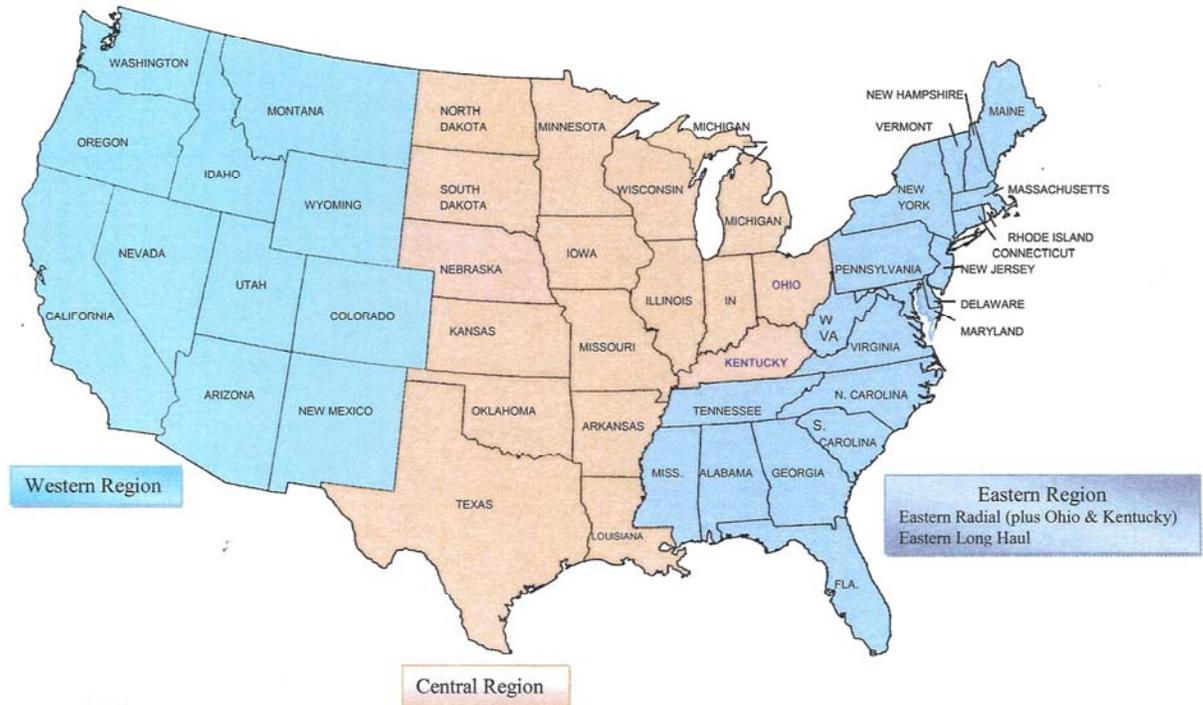
**Important Phone Numbers** – Following are important telephone numbers for when National Van Lines offices are closed:

Operations – After Hours EMERGENCY	(708) 557-2155
Safety – After Hours EMERGENCY	(708) 557-3324
Credit Card Authorization – After Hours EMERGENCY	(708) 305-3183
FleetNet 24 Hour Roadside Assistance (Breakdowns)	(800) 972-8872
Vanliner Insurance	(800) 325-3619

**NOTE:** Vanliner is to be contacted in the event of **ANY** accident after you have contacted the Safety – After Hours Emergency number.

**Scheduling** – National Van Lines has broken the country into four scheduling regions (see map below). Each region has an assigned scheduler who is responsible for combining shipments that have similar and logical origins, load dates, destinations, delivery dates and sizes into a trip. Properly built trips allow for all shipments to be loaded and delivered on time, minimize the miles traveled to complete a trip, maximize the capacity of the vehicle involved and provide an acceptable profit level to the hauler.

## NATIONAL VAN LINES SCHEDULING REGIONS



The scheduler also assists agents in their region find origin and/or destination services in other markets.

**Dispatch** – Every committed fleet driver with National Van Lines is assigned to a specific dispatcher. The dispatcher serves as the driver's interface with National Van Lines on all operational matters. The dispatcher ensures that the drivers make their daily check calls. Based on the driver's daily check call the dispatcher updates load dates, weight and charges (when provided by the booking agent), estimated time of arrival (ETA) dates and actual delivery dates on all trips. National Van Lines dispatchers also work with the schedulers to resolve potential scheduling problems as well as assisting the schedulers to find "fill out" tonnage for the drivers.

The dispatcher also assists drivers find origin services, destination services and/or labor in other markets.

**Pack Crew Responsibilities** – If the packers complete a packing inventory, it is strictly as a courtesy for the driver and definitely should not be expected. Even if the packers

do a packing inventory, it is still the driver's responsibility to confirm its accuracy when loading the shipment.

Packers are required to label each carton:

- Customer name
- Bill of lading number
- General description of the contents
- Which room the contents came from or are going to
- Carrier packed (CP), if applicable
- Handling instructions, if applicable (this end up , fragile, etc.)

Cartons should be labeled on the upper right corner of one side of the carton, not on the top. (Any markings on the top of a carton are obscured when the cartons are stacked.)

If a driver has some concerns about a specific carton, he/she has the right to inspect that carton as long as the inspection is completed in the presence of the customer. Should the driver feel that a Carrier Packed carton is improperly packed and the packers are unable to correct the problem, the driver should contact National Van Lines for assistance in resolving the situation. On a national account or COD shipment the driver should contact Customer Service at (800) 333-6851. On a military shipment the driver should contact National Forwarding Claims Department at (800) 323-1962 ext. 1935.

Should the driver feel that a Packed by Owner carton is improperly packed or contains unsafe items, he/she has the right to refuse to load the carton until the problem has been corrected.

**Gypsy Moth Inspections** – According to the U.S. Department of Agriculture, customers moving from a gypsy moth infested area to an uninfested area are required to perform an inspection of all outdoor articles accessible to a gypsy moth. It is important that the sales representative and the driver counsel customers who are moving on the need for this inspection. National Van Lines inspection form can be found on the back side of the top sheet of each inventory page. A list of the infested areas can also be found on the Gypsy Moth Inspection form which can be found on the back side of the first page of the Inventory form.

For detailed information on the gypsy moth and their quarantine area, please see the Operations section of the Documents Folder on the Agent Network ([www.nationalvanlines.com/network](http://www.nationalvanlines.com/network)).

**Fire Ants** – The fire ant is a very large concern to the U.S. Department of Agriculture. Fire ants have become established across the South and in parts of California and other Western states. As an interstate mover of household goods we are not a large concern for the USA as the regulations pertain to the fire ant quarantine, however, we must be

very away of the fire ant problem whenever we load a shipment out of a quarantine area. These pests post serious threats to people, small animals, and agricultural equipment. Fire ants can spread if a shipment includes soil, plants with roots, nursery stock, sand, gravel, grass, sod, hay, wood or soil-moving equipment.

Accordingly, our major concern is with live plants being included in a household goods shipment. From a tariff perspective, plants are considered a perishable item and as such should not be included in a household goods shipment when the shipment is traveling more than 150 miles or will not be delivered within 24 hours.

For detailed information on fire ants and their quarantine area, please see the Operations section of the Documents Folder on the Agent Network ([www.nationalvanlines.com/network](http://www.nationalvanlines.com/network)).

**Self-Haul Policy** – National Van Lines has divided the country into two regions for the purposes of the Self-haul Policy (see map below).

**NOTE:** Region 1 is the area west of the black line in the graphic below.  
Region 2 is commonly referred to as the Eastern Seaboard or Eastern Radial.



The Mandatory Self-haul Policy is as follows:

Region 1: Shipments moving under 500 miles are automatic self-hauls unless a “by-pass” is given by the Operations Department. Off-terminal National Account Contract shipments moving under 500 miles will continue to be handled by Operations, but those shipments originating in or destined to a point within 50 miles of the booking agent’s location are automatic self-hauls.

Region 2: Self-haul mileage is 250 miles for shipments originating in and destined to points in Region 2.

- Long Haul Shipments – Although the dispatch assignment of long haul, interstate shipments is the responsibility of the van line, a booking agent may request to be granted self-haul on any interstate shipment. This request is subject to the requirements listed below. Further, if the shipment is to be self-hauled on a unit currently in one of National Van Lines dedicated fleets, this must first be approved by the operations Department, as we may have plans for that unit. Once approved on a committed unit, the operations Department will make every attempt to fill out that unit. If the shipment is to be serviced on a unit from the intermittent fleet, the operations Department may, but is not required to, fill out or return load that unit.
  
- Operational Requirements –
  1. Self-haul cannot be granted on shipments that have already been assigned to a driver. Therefore, we suggest the request be made at or prior to registration.
  2. Self-haul must be requested at least five (5) working days prior to the first load date of the shipment.
  3. Prior to loading, the agent must advise Operations of the driver and unit that will be used.
  4. The driver and hauling unit(s) must be qualified and in service in the National Van Lines system.
  5. Although any dates and/or discount levels are acceptable on self-hauls, be advised that if a job subsequently cannot be self-hauled and is turned back to National Van Lines to cover, this could result in substantial chargebacks to the booking agent to compensate the hauler for transit time or pricing guideline deviation.
  
- Contract Carriage Shipments – Booking agents will have the right of self-haul on all long-haul national account shipments moving under a specific contract-carriage agreement. The operational requirements outlined above will, however, apply.

**Driver Responsibilities** – National Van Lines requires the following of its drivers:

- Check Call Policy – All drivers hauling National Van Lines shipments are required to call the Operations Department daily. This includes uncommitted drivers doing self-hauls. When it is not possible for the driver to call, the hauling agent must make the call to the Operations Department. If the driver is not assigned a National Van Lines dispatcher, the driver or agent will need to contact the hauling agent's regional scheduler. National Van Lines subscribes to a Progressive Discipline Policy. Simply stated, Progressive Discipline means starting with the least serious corrective action dictated by an offense and moving to more serious actions for subsequent infractions.
  
- Contacting the Origin Agent and Destination Agent - The driver is required to contact the origin agent and destination agent 24 hours prior to load/unload to verify paperwork completion and to arrange for sufficient, quality labor to assure

proper and timely servicing of individual shipments. During the busy season it may be a good idea to contact the origin agent and destination agent more than the required 24 hours in advance as labor becomes scarce in the peak periods.

- Contacting the Customer 24 Hours Prior - The driver is also required to contact the customer a full 24 hours prior to loading to advise them of the estimated time of arrival to load. This also gives the driver the opportunity to see if they have any special needs, concerns or questions. If the customer does have any issues or concerns, the driver can address them before arriving at the residence. Some issues or concerns may need to be resolved with the booking or origin agent and/or National Van Lines. This one call could save hours of time trying to resolve an issue on the day of loading and relieve a lot of stress for the driver and the customer.

Drivers are also required to contact the customer 24 hours prior to delivery. This is not the day before, but a full 24 hours. Knowing that a full 24 hour period is required, the driver may need to contact the customer two (2) calendar days ahead of time. Calling the customer at 8 pm the night before means they have 24 hours before they have to accept delivery. Since we cannot demand that they accept delivery after 5 pm we are now into the next day which could cause problems for other customers as well as the driver.

- Collection of Charges – On C.O.D. shipments, the driver is required to verify with National Van Lines that payment has been made by the customer prior to delivery or collect from the customer in accordance with Federal Consumer Protection Regulations.

For more information, See Section XIII – Guide to the Fleet Services Department.

**Hauler Protection** – The hauler is protected on agent booked and surrendered (not self-hauled) COD, national account, GSA and national account/COD shipments at a discount level as announced and published in the Agency Compensation Schedule from time to time. A shipment registered as a self-haul is not subject to hauler protection, however, a shipment booked at least five (5) working days prior to loading which is assigned by the Operations Department to the booking agent to haul is protected. For the current protection level see Section V – Agency Compensation Schedule.

**Authorized Agent Pickups (APU's) and Split Hauls** – APU's are automatic and mandatory on all shipments 2,100 pounds and under through the month and 3,000 pounds and under during the last seven days of the month, unless the booking agent is otherwise notified of direct van assignment by the Dispatch Department at least one (1) day before loading. The APU Agent must do the inventory and weigh the shipment. The APU Agent must call the Operations Department to get an APU Control Number and confirm that they have been entered in the AS400 as the APU Agent.

When performing an APU the agent is required to:

- Stretchwrap all overstuffed furniture (excluding leather furniture).
- Inventory the shipment.

- Weigh the shipment.
- Obtain all required signatures, including those on the Estimate / Order for Service, Bill of Lading and Inventory.
- Either rate the paperwork or contact the booking agent and have them rate the paperwork.
- Break out the shipment for the driver.
- When performing an APU on a shipment with an extra stop at destination, the APU agent must separate the items and create a separate inventory for each stop.
- If any part of an APU is coming out of a mini/self storage unit, the APU agent must weigh that portion so the proper origin mini-self storage charge can be applied.
- On shipments loading directly from residence, a small shipment charge will be paid to the hauling agent who has picked up a shipment weighing 2,999 pounds or less, directly from residence or mini storage.
- On shipments requiring an APU, in addition to the APU Compensation a small shipment charge will be paid to the loading agent (APU Agent) who has picked up a shipment weighing 2,999 pounds or less.
- In order to be paid the small shipment charge, in addition to performing all APU requirements, the loading agent (APU Agent) must contact the Operations Department prior to performing the APU to request (or verify) that their agent code be entered into the National Van Lines computer system indicating they are the APU Agent and that an APU control number is assigned.
- Failure to perform one or more of these functions can result in compensating the party who does perform these functions with those monies being charged back to the non-performing party in their entirety.
- APU's are NOT optional. Failure to perform an APU will result in a loss of origin agent commission, as well as the cost of any expenses resulting from that failure including delay claims.
- When an agent is assigned to APU a shipment which has been determined to require shuttle service at origin, the APU agent is entitled to 100% of the shuttle charges assessed the shipper, in addition to the APU compensation that applies (including the origin service charge); provided the agent has performed all APU responsibilities.
- For purposes of APUs, it will be our position that 50 miles will be the maximum distance to be covered by APU compensation. As a point of clarification, that mileage will be defined as the Rand McNally "Mile Maker" mileage from the agent's city of domicile to the city in which the shipment is being picked up.

- APU rate is applicable and is paid to an agent performing a Day Certain Pickup, where the shipper has requested Day Certain Pickup on a signed Estimate / Order for Service and is charged according to the terms established in National Van Lines tariff.
- When that distance is in excess of 50 miles, the service provider picking up the shipment will be paid either APU compensation or as a "first hauler" whichever is greater, with first hauler compensation calculated as detailed below (this process will also apply to split hauls):

First the mileage will be calculated from the agent's terminal to the city of loading (again, this must exceed 50 miles for a split-haul compensation) and back to his/her terminal.

- Secondly, the point-to-point mileage will be calculated from that agent's terminal to the destination city.
- Next, the two mileage figures will be added together and the agent's total APU mileage will be calculated as a percent of the total.
- Finally, the agent's compensation will be that mileage percentage of the hauler revenue, plus applicable accessorial services. The second hauler, thus, would receive his share of the hauler revenues calculated in the same way.

For Example: On a 3,500 pound shipment discounted 40% moving from LaSalle, IL to Denver, CO with a gross settlement line haul of \$2034 being APU'd by ABC Movers, based in Romeoville, IL.

- First of all, the Rand-McNally MileMaker distance from Romeoville to LaSalle is 64 miles, therefore, ABC Movers will travel 128 miles to pick up this shipment and bring it back to their warehouse. Next, the mileage from Romeoville to Denver is 978. Adding the two numbers together produces 1,106 total miles with ABC Movers 128 miles equating to 11.5% of that total. ABC Movers, then would be paid 11.5% of the hauler's share of the line haul, or  $\$2034 \times 62.5\% \times 11.5\% = \$146.19$ .
- Next, this calculated amount is compared to our standard APU compensation of \$4.00 per CWT or \$140.00. In our example, split haul is greater than APU compensation, therefore, ABC Movers would be paid on split haul.

As a point of clarification, the actual line haul that the customer pays is based on the direct mileage from origin (loading point) to final destination, not the total circuitous mileage used in calculating hauler revenues.

- When two (or more) haulers are involved in servicing a shipment, their appropriate revenues are calculated in much the same way. As an example, let's assume the same shipment is loaded out of residence by a driver who breaks down in Des Moines, Iowa, at which point, we transfer the shipment to a second driver who hauls it to Denver and delivers it. In the example, the 1st driver transported the

shipment 252 miles and the 2nd driver 669 miles. Therefore, each hauler is paid based on 27.3% and 72.7% of hauler revenues, respectively.

**Shuttle Policy** – By definition, our tariff defines Shuttle Service as follows: “When it is physically impossible for National Van Lines to perform pickup of the shipment at the origin address or to complete the delivery of the shipment at the destination address with normally assigned road haul equipment, Shuttle Service charges shall apply....” To provide some clarification, National Van Lines has determined that “physically impossible” is defined as:

Not being able to park the normally assigned road haul equipment safely any closer than 300 feet from the door of the residence. If this is the case, then a shuttle will be required and should be included in the Estimate / Order for Service.

**Application of Shuttle Service** – It is the responsibility of the customer to make the shipment accessible to National Van Lines or accept delivery from National Van Lines at a point at which the road haul vehicle may be safely operated.

When it is physically impossible for National Van Lines to perform pickup of the shipment at the origin address or to complete the delivery of the shipment at the destination address with normally assigned road haul equipment, due to the structure of the building, its inaccessibility by highway, inadequate or unsafe public or private road, overhead obstructions, narrow gates, sharp turns, trees, shrubbery, the deterioration of roadway due to rain, flood, snow or the nature of an article or articles included in the shipment, National Van Lines shall hold itself available at point of pickup or tender delivery at destination at the nearest point of approach to the desired location where the road haul equipment can be made safely accessible.

Upon request of the customer, consignee or owner of the goods National Van Lines will use or engage smaller equipment than its normal road haul equipment and/or provide extra labor for the purpose, if possible, of transferring the shipment between the origin or destination address and the point of transfer (normally National Van Lines nearest warehouse or storage facility) to or from National Van Lines road haul equipment.

Refer to Section 98 (Shuttle Service) for the application of shuttle and/or extra labor charges, which shall be in addition to all other transportation or accessorial charges.

If the customer does not accept the shipment at nearest point of safe approach by National Van Lines road haul equipment to the destination address, National Van Lines may place the shipment or any part thereof not reasonably possible for delivery, in storage at the nearest available warehouse of National Van Lines, or, at the option of National Van Lines, in a public warehouse, subject to a lien for all lawful charges. The liability on the part of National Van Lines will cease when the shipment is unloaded into the warehouse and the shipment shall be considered as having been delivered.

Transportation charges to cover the movement of shipment or part thereof from point at which it was originally tendered, to warehouse location shall be computed on basis of weight of shipment or that part of shipment stored in the warehouse, subject to applicable rate as provided in tariff from point at which it was originally tendered to

warehouse location, which shall be in addition to charges from initial point of origin to point at which shipment was originally tendered. All accrued charges on the shipment or any part thereof shall be due and payment upon delivery of same to the warehouse. Any subsequent movement from warehouse shall constitute a new shipment.

The first question has to do with the definition of “normally assigned road haul equipment”. While the majority of our road units are tractor/trailer units, most pulling 53’ trailers, we also have over 200 straight trucks in service, handling both short-haul interstate shipments as well as interstate shipments going medium to long distance. So, if we assigned a straight truck to an interstate shipment that would have to be shuttled had it been assigned to a tractor/trailer, can we still charge for shuttle service? The answer is No, because the additional services involved in a “shuttle” such as extra labor and transferring the shipment from the shuttle vehicle to the road van were not performed.

On a related matter, it is sometimes felt that if we would have sent in a different road unit (i.e. a 48’ trailer instead of a 53’ trailer, or a shorter tractor), a shuttle could have been avoided. While this contention might occasionally be correct, the fact remains that as long as the assigned line haul unit meets the legal state length law in the state in which the shipment is being loaded or unloaded, and if the driver is unable to legally or safely park the unit for purposes of loading or unloading, then a shuttle is required.

Remember, line haul vehicles vary greatly in their ability to get into places due to various reasons such as axle positioning, trailer length and tractor length, and in the end, it is the driver’s decision as to whether or not he can get his vehicle into a safe and legal position for loading or unloading.

It is ultimately the responsibility of the assigned line haul driver to perform a shuttle, however, the assigned origin agent or destination agent has the first right of refusal. Given the variables involved in each and every shipment, it is impossible to define how many helpers the shuttle agent and how many helpers the driver must provide in every situation. The real guideline is simply that both the party providing the shuttle and the assigned line haul driver must each provide enough labor so that neither of them, nor the customer, is delayed or inconvenienced because of an insufficient amount of labor. However, the service provider who is receiving the compensation for the shuttle is responsible for the provision of and the expenses for the smaller truck used in the shuttle and the labor needed in loading or unloading the shipment out of or into the residence and the transfer of the shipment to or from the road unit.

As a point of clarification, the assigned line haul driver is responsible for inventorying the shipment on an origin shuttle unless the shipment is being APU’d. This is because (a) the shipment should be inventoried and those inventories compared to the cube sheet in the instance of a protest, and (b) the shipment should be padded in the residence, so the shipment must be inventoried first.

Under Tariff NVL100, the charges for shuttle service are based on weight. While it is unusual for only part of a shipment to be shuttled, it sometimes happens. In those instances, it is necessary that weights be performed both before and after the shuttle, so correct charges for the shuttle can be determined. This is also a requirement on military shipments on tariff 400NG.

The initial responsibility of determining if a shuttle is required lies with the salesperson. First of all, he or she is most familiar with the neighborhood and the streets involved. Secondly, the salesperson should know if the shipment will be a self-haul. If it is, a check with that agency's dispatch Department will provide information as to whether they will be using a straight truck or a tractor/trailer. If the shipment will be surrendered, then the salesperson should assume the job will be assigned to a conventional tractor and 53' trailer combination, and should consider all variable factors such as the likelihood of cars being parked, low branches, low power and telephone cables, that would interfere with the ability of the driver to safely and legally park his road van there. If there is any question, the salesperson should make the customer aware of the possibility of a shuttle requirement. In the end, however, if there is no agreement with regards to the need for a shuttle, the driver is required to drive his road unit to the loading/delivery site and make an effort to get it into loading/delivery position; however, if he feels this is impractical or cannot be legally or safely done, he should call Operations immediately for resolution of the problem.

**Alternative Capacity Shuttle Trailer Procedure** - The following steps should be taken when a shipment is being transported via an Alternative Capacity Shuttle (ACS) Trailer.

Origin:

1. Operations will notify all agents involved in a shipment that it is designated to be loaded on an ACS Trailer. Operations will fax a copy of the Trailer On-Board Equipment Inventory Form to the origin and destination agents.
2. When the ACS Trailer arrives, the origin agent should check the outside of the ACS Trailer for damages before the trailer is dropped. Take pictures, if necessary, to show ANY existing damage. Have the driver sign a Trailer Inspection Form.
  - a. If the ACS Trailer does not have a shipment on it, inventory the on-board equipment.
  - b. If there is excess debris left in the ACS Trailer, advise National Van Lines (NVL) immediately.
  - c. FAX the completed inventory to NVL at (866) 450-2311
3. ALL shipments must be weighed. This includes all forms of Binding Estimates. NVL will pay \$20 per shipment for weight tickets. Revenue distribution is based on the actual weight of the shipment.
4. If the shipment is a Binding Estimate the loading agent has the responsibility to challenge the shipment. If it is going to exceed the Binding Estimate tolerances, the loading agent needs to contact NVL to initiate a formal challenge (See Operations Bulletin dated April 15, 2011). If no challenge is made, the loading agent will be paid on the binding weight. The unloading agent and the hauler will be paid on the actual weight. The loading agent will be charged back the difference between the binding and actual compensation.
5. If the weight tickets are not included with the paperwork at destination, the destination agent must back weigh the shipment. The destination agent will receive \$40 for the back weigh and the loading agent will be charged that amount.

6. The origin agent is required to complete all the origin and loading paperwork. This includes getting all the required signatures from the customer at the time of loading. This will include, where required, the Gypsy Moth form.
7. When loading multiple shipments on the same trailer reverse the pads on the last tier and/or if possible build a bulkhead with the mattress cartons or plywood. Attach a diagram of where each shipment is loaded in the trailer with the paperwork.
8. When the trailer is ready for transport, make sure ALL equipment is loaded in the trailer (walk boards in belly boxes, etc.). Place all shipment documentation including the trailer inventories and diagrams in an envelope at the rear of the trailer. Make sure all the doors are locked and place a key in the permit box on the nose of the trailer. Notify NVL that the trailer is ready for pick up.

Destination:

1. NVL will notify the agent as far in advance as possible of the expected arrival date of the ACS Trailer and the expected delivery date(s) of the shipment(s) on board.
2. When the trailer arrives, check the outside of the trailer for damages before the trailer is dropped. Take pictures, if necessary, to show ANY existing damage. Have the driver sign the Trailer Inspection Form.
3. Get the paperwork from the rear of the ACS Trailer and contact the customer(s) to set up their delivery. Check with NVL for confirmation of delivery as NVL may be in contact with the customer(s). Remember the customer is to be called a minimum of 24 hours prior to delivery.
4. Verify with NVL the method of payment. Confirm whether it is a National Account or COD shipment, verify the amount owed and check for prepayment.
5. Get all of the required paperwork signed and send all paperwork with any check(s) to NVL within 48 hours of delivery.
6. The ACS Trailer is to be swept out, all debris removed, equipment inventoried, and the ACS Trailer condition and inventory faxed to NVL at 866-450-2311. NVL will pay \$20 for this procedure to be completed.

Claims:

1. All cargo claims will be split 70/30. 70% of the claim will be charged to the loading agent and 30% will be charged to the unloading agent. If required or needed at either end, the loading or unloading crew may take pictures as needed.
2. These percentages may only change if, by investigation, NVL confirms negligence by one of the participating parties.
3. Pictures are worth a thousand words and often thousands of dollars. Pictures today are inexpensive and easy so don't spare the shots. Documenting pre-existing damage, faulty tiers and anything else that may help reduce charge backs for damages is important.

Rates:

Residence Loading	\$7.50 cwt
Warehouse Loading	\$4.25 cwt
Residence Unloading	\$6.00 cwt
Warehouse Unloading	\$3.00 cwt

An additional \$1 per mile will be paid for servicing shipments over 100 miles round trip from agent's facility.

Invoices for servicing shipments on an ACS Trailer should be faxed to Operations at (800) 666-6851 or emailed to [acs@nationalvanlines.com](mailto:acs@nationalvanlines.com).

On Board Equipment:

1. Each ACS Trailer will have an inventory of equipment on-board. Every agent that handles the ACS Trailer will be required to inventory as stated above to protect themselves from being charged back for missing equipment.
2. Documented loss will result in a charge back of 100% of the replacement cost for any and all missing equipment and/or inventory. ACS Trailers will be equipped as follows:

200 pads	6 decking bars
120 skins	1 - 6' foot ladder
20 straps	1 - 16' walkboard

Selling Opportunity:

1. These trailers may be sold as Exclusive Use for a minimum of 19,000 lbs. Exclusive Use must be within pricing guidelines.
2. A delivery delay of up to five (5) days may be added to an Exclusive Use for a cost of \$100 per day.

**Weighing Procedures** - National Van Lines requires that all Household Goods shipments be weighed, except for non-protested binding estimates. However, we strongly recommend that you weigh binding estimate shipments, but it is not mandatory unless you are loading the overflow portion of a binding estimate shipment. New Products shipments do not have to be weighed unless specifically instructed by Operations. All National Forwarding Company (NFC) shipments must be weighed, including those from non-temp storage.

The following rules apply to weighing shipments:

1. All weight tickets must be obtained from a Certified Scale.
2. Both the tare and gross shipment weight should be obtained at the same Certified Scale nearest to origin.
3. All equipment necessary to load the shipment (i.e. pads, dollies, hand trucks, ramps, etc.) must be on the vehicle when the tare weight is obtained.
4. Fuel tanks should be full and no additional fuel may be added between the tare and gross weights.
5. The driver and all of the crew must be off the vehicle and scale when weights are obtained.

By federal regulation, scale tickets must be legible and contain the following information:

1. Name and location of scale.
2. The weights must be identified as gross or tare.
3. Weighmaster's signature.
4. Date of weighing.
5. Bill of Lading number or GBL Number.
6. Customer's name.
7. Tractor and trailer or straight truck vehicle unit number.

Before the actual commencement of the unloading of a shipment weighted at origin and after the customer is informed of the billing weight and total charges, the customer may request a re-weigh the day before. The charges shall be based on the re-weigh weight. There will be no additional charge to the customer for weight tickets mileage. The customer or any person responsible for payment of the freight charges or their designated representative has the right to observe all weighing of the shipment.

**Special Permit Requirements** - Many loading addresses may require a special permit for a truck to park, for purposes of loading or unloading due to vehicle length, width and/or weight. Another consideration must be given to accessibility due to parked cars, low branches or low power, cable or telephone lines. In many, if not most, cases a shuttle vehicle will be required.

Although it may ultimately be the customer's responsibility to apply for the required permits, the sales professional should provide the customer with the information necessary to obtain those permits. The Departments which issue such permits may vary from city to city or ward to ward, however, the sales professional who is familiar with the area should stay abreast of that region's requirements and regulations. Keep in mind that it is the customer's responsibility to pay any fees associated with obtaining the permits.

Over the road vehicles may vary greatly in their ability to get into places due to various reasons such as axel positioning and tractor length. In the end, it is the driver's decision as to whether they can safely get their vehicle in the loading location. They are required to insure that they will not cause any property damage or put the general public in danger with their maneuvers or the placement of the vehicle when parked.

**Binding Estimate Policy for Van Operators** – Binding Estimates are shipments on which the salesperson has guaranteed to the customer that the weight and services will not exceed an agreed upon amount. There are two types of binding estimates:

1. Guaranteed Price - Estimate in which the price is "bound" at a certain dollar amount, regardless of whether the shipment actually weighs more or less than the estimate.
2. Customer Benefit / Not to Exceed - Estimate in which the charges are based on either the "bound" estimated weight and services or the actual weight and services, whichever results in the lower price.

- Protest Policy - National Van Lines has a protest process to protect the driver and the salesperson when it appears the shipment will exceed the binding weight.

The protest process allows the driver to be paid on actual weight if there is a significant discrepancy between the estimated and the actual weights.

In order to allow some reasonable margin of error for the salesperson and the customer, the weight must be underestimated by 10% or 501 pounds, whichever is greater, in order for a protest to be successful.

However, if the salesperson is correct and the variance does not exceed the minimum, the driver will be assessed a \$100 service charge to be paid to the booking agent to compensate them for their inconvenience.

- Booking Agent / Origin Agent Responsibilities - A survey must be completed by the salesperson, and an itemized list of items to be shipped and their estimated weight must be created. Even if the customer has waived a visual survey, the salesperson is still required to prepare an itemized list.

Commonly called the Table of Measurements, this list can take on many forms including a Cube Sheet, a survey sheet or a computer generated list. Regardless of the format it must include a complete listing of all items and weights to be shipped including individual cartons and their sizes. It should also show items that are NOT to be moved.

A copy of the Table of Measurements (Cube Sheet) must be furnished to the driver prior to loading along with the Bill of Lading and Estimate/Order for Service. This paperwork is the primary guide for determining if a Binding Estimate is accurate.

Separate Tables of Measurement or Cube Sheets must be provided for each additional pickup location.

Driver's required paperwork must be delivered to the residence if the shipment is more than 20 miles from the Origin Agent's location (see Hauling Agent Responsibilities).

An after-hours/weekend notification number must be entered in the registration screen for the agency representative responsible to respond to a weight protest.

- Hauling Agent / Driver Responsibilities - It is the driver's responsibility to go to the origin agent and pick up all required paperwork.

If the shipment is over 20 miles from the origin agent, it is that agent's responsibility to get all the required paperwork to the location of the first pick up. The exception to this is if the driver is going to the agent to pick up labor and/or supplies.

In the event that the origin agent does not get ALL the paperwork to the first pick up as required, the driver will be instructed to start inventorying the shipment and the agent will be given that time to get the paperwork to the driver.

The driver will be instructed that he cannot start loading until all the paperwork has arrived. In the event that the paperwork does not arrive by the time the driver has completed the inventory, the driver and his labor will be put on waiting time (chargeable to the origin agent) until such time as the paperwork arrives.

If the driver's schedule prohibits waiting, the origin agent may be required to perform an APU on the shipment and the driver will be released to service his other customers.

After greeting the customer, the driver should tour the residence with the customer to determine what, if any, items are not being moved and compare that information with the physical survey. After the initial walk through, the driver should have a good idea if the Binding Estimate is reasonably accurate. If the driver is comfortable with the estimate, he can continue with the move by prepping the house and starting the inventory.

If the driver is concerned the estimated weight is too low, he should first complete enough of the inventory to get a more accurate idea of the potential weight discrepancy. Conversely, if the problem revolves around specific item(s) that the customer says are going, but are not on the physical survey, the driver can initiate an immediate protest to the Binding Estimate. Keep in mind that the minimum variances still apply.

The driver must then immediately call the Operations Department and advise them of the protest, his basis, and the appropriate contact phone numbers. Once the protest has been initiated the driver cannot begin loading the shipment until being authorized to do so by the Operations Department.

If it is after hours, he must call the National Van Lines after hour's manager at 708-557-2155. From that point on, the on-duty manager will handle the situation and provide instructions as needed.

When initiating a protest, it is important that this not be done in front of the customer; furthermore, the driver must have a good, quantifiable basis for the protest, i.e. the statement that "it looks like more than 6,000 pounds" is not a valid basis for a protest. Conversely, if the shipment was estimated using a basis of 6 pounds or 7 pounds per cubic foot when the job contains lots of books and/or exceptionally heavy furniture, that may be a valid basis for a protest.

After the driver has initiated the protest, the Operations Department will call the booking agent to report the protest, and if possible, will set up a conference call with both the driver and the booking agent.

After discussing the situation, often times it will be possible for the salesperson and the customer to negotiate a change and for this reason drivers should carry the Revision to the Estimate / Order for Service, form 810. The driver will not negotiate a new agreement with the customer.

Once notified, the booking agent is given two hours to resolve the protest either by phone with the customer, by having a representative visit the residence to resolve the dispute, or by otherwise resolving the situation to the driver's satisfaction. The Operations Department will confirm that the driver agrees with any new estimate negotiated by the booking agent, and enter the driver's position into the shipment protest screen.

If the booking agent does not send a representative to residence within two hours, elects to allow the protest, or the salesperson, customer and driver cannot agree on a new weight, the Operations Department will authorize the protest and record the information in the shipment protest screen. At this point, the driver will be given an authorization to start loading.

If there is a concern over the new agreed amount the driver should notify the Operations Department to lodge a second protest. The two (2) hour grace period is not in force and a reasonable amount of time will be allowed to address the drivers concerns. A second protest will be filed and entered into the protest screen in the AS400.

If there are multiple pickups on a shipment, the booking/origin agent must provide a separate Table of Measurements (Cube Sheet) for each pickup. These documents must be part of the paperwork the driver receives from the booking/origin agent. If they are not included, the driver should notify the Operations Department immediately. If the proper separate lists are not included, the driver may protest the weight or services at any of the pickups at which the estimate is too low.

If all pickups are on one list and hard to discern one pick up from another the driver may protest the shipment at any time until he starts to load at the last stop, unless that last stop is a warehouse or a mini storage. Then he may protest at any point during the loading process (see Shipments in Mini Storage – APU'd Shipments). Keeping in mind the Binding Estimate is based on the TOTAL weight of the combined stops the driver has the right to withdraw his protest if one stop goes over and the other under the weight for that particular stop and there would be no penalty to the driver.

- Shipments in Mini Storage – APU'd Shipments - When loading from a warehouse or a mini storage the driver may protest at any time during the loading process.

To perform the inventory, the driver must be able to see and have room to inspect all the items. Often, items cannot be seen until all the crates are emptied from the warehouse or most of the items are emptied from the mini storage.

When a shipment is loading from a National Van Lines agent's warehouse, it should already be weighed with all weight tickets and paperwork properly prepared

and signed. If this is not the case, the driver may protest the weight right up until he finishes loading. The reason for this is that frequently the driver cannot see the entire shipment before beginning to load.

The only possible exception for this is when the agent has the whole shipment set out in the warehouse and each piece is available to be inspected without rearranging or moving other items. Also there must be enough lighting for the driver to inspect each piece without moving it. If both conditions are met, the driver must contact the Operations Department and advise them whether or not they are going to protest the shipment.

If, in the driver's opinion, he cannot see all the items well enough to inspect because of lack of space or adequate lighting, he may start loading and protest at any point during the loading process. The Operations Department will add comment(s) in the remarks portion of the registration.

- After Hours/Weekend Loading - The Operations Department is open Monday through Friday from 7:00 a.m. until 6:00 p.m., Saturday from 8:00 a.m. until 12:00 p.m. and 8:00 a.m. until 12:00 p.m. on most holidays. The majority of protests can be called into the Operations Department directly. However, sometimes shipments load after those hours. Therefore, it is absolutely mandatory that an after-hours/cell phone number or some other contact number be both attached to the driver's paperwork, as well as entered on the registration screen when the shipment is registered to load after hours and/or on weekends or holidays. This should be thoroughly explained to the sales staff. This will allow both the driver and the after-hours manager to be able to contact the appropriate party in a timely manner in the event of a protest.

If there are no numbers supplied, or the Operations Department cannot contact anyone at the given number(s) after 2 hours from the initial call, the driver will be given authorization to start loading and the protest will be valid. The protest screen will be updated the next business day.

- Reweighing Shipments - If the driver does a protest, a weight and/or reweigh is required. The reweigh must be done at the SAME scale and the tare weight must be done by the next day and/or before another shipment is loaded or delivered. The booking agent will then be notified by the Operations Department of the shipments weight.

It is a good idea for a driver to get a light weight before loading. If there is a protest, he can advise the booking agent after the heavy weight so they are aware of the actual weight. A reweigh may still be required unless the booking agent notifies the Operations Department to waive the reweigh.

- Non Binding Estimates - Although a "protest" per se' is not required on non binding shipments, National Van Lines asks its drivers to call the Operations Department immediately, when it seems likely that a non binding shipment will go over the estimate by either 10% or 501 pounds, whichever is greater. **THIS IS CRITICAL ON NATIONAL ACCOUNT SHIPMENTS!** When calling in, we ask that the driver not only advise how much over the estimate he feels the shipment will go, but also

that he advise of any item(s) the customer wants to move that are not on the physical survey. This coincides with the binding estimate policy.

**REMEMBER:** A Table of Measurements (cube sheet) is required on all shipments, including non binding estimates, and a copy of this paperwork must be given to the driver prior to loading.

Although it is not necessary for the driver to stop loading activities on non binding shipments that he feels will go over, we do ask that any items in dispute not be initially loaded while the problem is being addressed by the Operations Department with the booking agent.

Always remember the customer may not have created the estimate problem and should always be treated with courtesy and respect. The customer should never be caught in the middle between the driver and the sales representative. If a problem occurs, notify the Operations Department immediately.

**Transporting Firearms** - When firearms are part of a national account or household goods shipment it is imperative that you use proper firearm safety at all times. For military shipments, please see National Forwarding's Firearms Policy.

- **Never** transport a loaded firearm.
- **Do not** transport ammunition or gun powder.
- **Always** have the customer inspect the firearm to confirm that it is not loaded.

The Brady Handgun Violence Prevention Act prohibits Carriers from marking a package or carton to indicate that it contains a firearm. Firearms should be noted on the inventory only NEVER on the carton. The carton should be labeled as "sporting goods."

Pack the firearm in a carton, place an inventory sticker on the carton and note on the inventory the make, model (caliber / gauge) and serial number of the firearm in the carton (See Sample #1 below). Don't forget that the carton should be labeled as "sporting goods."

If the customer has a gun safe and wants firearms transported in that safe, the safe should be opened and the driver must have the customer inspect each firearm to confirm that it is not loaded. The driver should also confirm that there is no ammunition, gun powder or other explosives in the safe. An inventory sticker should be placed on the safe, the make, model (caliber / gauge) and serial number of each firearm in the safe should be listed on the inventory (See Sample #1). The customer must lock the safe and keep the key.

Sample # 1:

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY					TAG LOT NO. _____	PAGE NO./NO. OF PAGES		
CONTRACTOR OR CARRIER <b>National Van Lines, Inc.</b> Broadview, Illinois 60155			U.S. DOT No. 76628 MC # 42866		TAG COLOR NOS. _____ THRU _____ AGENT			
NAME, RANK/GRADE, SSN					CARRIER'S REFERENCE NO.			
ORIGIN LOADING ADDRESS					CITY			
DESTINATION					GOVT. SERVICE ORDER NO.			
					VAN NUMBER			
<b>DESCRIPTIVE SYMBOLS</b>		<b>EXCEPTION SYMBOLS</b>			<b>LOCATION SYMBOLS</b>			
B/W BLACK & WHITE TV C COLOR TV CP CARRIER PACKED FBO PACKED BY OWNER CD CARRIER DISASSEMBLED SW STRETCH WRAPPED		D DENTED F FACED G GOUGED L LOOSE M MARRED MI MILDEW			MO MOTH/EATEN P PEELING R RUBBED RU RUSTED SC SCRATCHED SH SHORT SO SOILED ST STAINED S STRETCHED T TORN W BADLY WORN Z CRACKED		1 ARM 2 BOTTOM 3 CORNER 4 FRONT 5 LEFT 6 LEGS 7 REAR	
DBO DISASSEMBLED BY OWNER PB PROFESSIONAL BOOKS PE PROFESSIONAL EQUIPMENT PP PROFESSIONAL PAPERS MCJ MECHANICAL CONDITION UNKNOWN		BE BENT BR BROKEN BU BURIED CH CHIPPED CU CONTENTS & CONDITION UNKNOWN			8 RIGHT 9 SIDE 10 TOP 11 VENEER 12 EDGE 13 CENTER 14 INSIDE		15 SEAT 16 DRAWER 17 DOOR 18 SHELF 19 HARDWARE	
NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.								
ITEM NO.	WHEEL CHECK	DRIVER CHECK	WHEEL CHECK	SHIPPING CHECK	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION	
101								
102								
103				X	3.0 Ctn - Make, Model (Caliber / Gauge), Serial #	CP		
104								
105				X	Gun Safe - Make, Model (Caliber / Gauge), Serial #	Locked by Customer		
6								

In addition, the Brady Act requires that all Carriers who deliver firearms in interstate or foreign commerce must obtain written acknowledgment of receipt of the firearm from the customer of any package containing a firearm.

At destination, personally bring the carton containing the firearm to the customer and unpack the firearm in their presence. Have the customer sign off the item on the specific line of the inventory where the carton containing the firearm is listed prior to turning over possession of the firearm (See Sample #2 below). The driver should suggest to the customer that they secure the firearm (i.e. in the trunk of their car) until their move is complete. Keep in mind that the driver should be paid for unpacking these cartons.

Sample #2:

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY					TAG LOT NO. _____	PAGE NO./NO. OF PAGES		
CONTRACTOR OR CARRIER <b>National Van Lines, Inc.</b> Broadview, Illinois 60155			U.S. DOT No. 76628 MC # 42866		TAG COLOR NOS. _____ THRU _____ AGENT			
NAME, RANK/GRADE, SSN					CARRIER'S REFERENCE NO.			
ORIGIN LOADING ADDRESS					CITY			
DESTINATION					GOVT. SERVICE ORDER NO.			
					VAN NUMBER			
<b>DESCRIPTIVE SYMBOLS</b>		<b>EXCEPTION SYMBOLS</b>			<b>LOCATION SYMBOLS</b>			
B/W BLACK & WHITE TV C COLOR TV CP CARRIER PACKED FBO PACKED BY OWNER CD CARRIER DISASSEMBLED SW STRETCH WRAPPED		D DENTED F FACED G GOUGED L LOOSE M MARRED MI MILDEW			MO MOTH/EATEN P PEELING R RUBBED RU RUSTED SC SCRATCHED SH SHORT SO SOILED ST STAINED S STRETCHED T TORN W BADLY WORN Z CRACKED		1 ARM 2 BOTTOM 3 CORNER 4 FRONT 5 LEFT 6 LEGS 7 REAR	
DBO DISASSEMBLED BY OWNER PB PROFESSIONAL BOOKS PE PROFESSIONAL EQUIPMENT PP PROFESSIONAL PAPERS MCJ MECHANICAL CONDITION UNKNOWN		BE BENT BR BROKEN BU BURIED CH CHIPPED CU CONTENTS & CONDITION UNKNOWN			8 RIGHT 9 SIDE 10 TOP 11 VENEER 12 EDGE 13 CENTER 14 INSIDE		15 SEAT 16 DRAWER 17 DOOR 18 SHELF 19 HARDWARE	
NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR.								
ITEM NO.	WHEEL CHECK	DRIVER CHECK	WHEEL CHECK	SHIPPING CHECK	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION	
101								
102								
103				X	3.0 Ctn - Make, Model (Caliber / Gauge), Serial #	CP	Rec'd Joe Shipper or Whseman Signature	
104								
105				X	Gun Safe - Make, Model (Caliber / Gauge), Serial #	Locked by Customer	Rec'd Joe Shipper or Whseman Signature	
6								

If the firearm(s) were transported in a gun safe, have the customer open the safe in the driver's presence. Have the customer sign off the gun safe on the specific line of the inventory where the gun safe is listed (See Sample #2 below). The customer should then re-lock the gun safe until the move has been completed.

If the shipment is going into storage, personally give the carton containing the firearm to the warehouseman and have him inspect the carton to confirm the firearm is inside. In the case of a gun safe, have the warehouseman confirm that it is locked. Be sure to have the warehouseman sign off the item on the specific line of the inventory where the carton containing the firearm or the gun safe is listed.

**Hiring Labor** – Drivers are required to arrive at the customer’s residence with adequate help to load or unload the shipment. It is also the obligation of the driver to make certain that each shipment is picked up or delivered in “a reasonable” time frame. In essence, this means that the driver should plan to load in a normal working day – i.e. starting between 8 am and 9 am and finishing between 5 pm and 7 pm. If a driver needs assistance finding quality labor, they should contact their National Van Lines dispatcher for assistance. Here are some other points to remember:

- Call in advance. Agents have limited help available and the driver is required to give them at least 24 hours notice that they need assistance. During the summer months the driver should give them a minimum of 48 to 72 hours notice. Reserving labor ahead of time will minimize labor problems or shortfalls.
- Customers are never to be asked to help or to assist in finding labor. This is extremely unprofessional and can result in the customer expecting a refund of as much as half of the total cost of the move.
- Customers are never to be allowed to help even when they volunteer or insist. If the customer gets injured, the possible lawsuit could be extreme.
- Any shipment that weights more than 12,000 pounds usually needs at least a three man crew to accomplish the loading in a normal work day. If the shipment has long carry, elevator, shuttle or particularly difficult items, it may also require additional help.
- All labor must be in uniform. It is the driver’s responsibility to ensure that their labor is in uniform—this means (at least) a National Van Lines t-shirt and appropriate pants and shoes.

#### **Delivery into SIT –**

- SIT Authorization Policy (COD and national account) - When it is apparent that a shipment will need to be placed into storage, the following procedure must be followed:
  - If a driver is unable to deliver a shipment because of insufficient delivery information, no response at destination residence when contacted by phone or during a delivery attempt, etc., he should contact the Operations Department. **Never start the delivery process until all charges are collected!**
  - In the absence of delivery information on the paperwork or no response after the driver has contacted the destination residence, dispatch will check their

records for information received by them subsequent to the issuance of the bill of lading and communicate that data to the driver. If there is no updated information, the problem is then referred to Credit and Collections. Credit will contact the booking agent to check if they have information that is not on the paperwork, call the shipper's origin and destination phone number for clues as to how to contact or locate the shipper. If the driver has a destination address, Credit will ask if he has complied with National Van Lines policy that requires the driver to go to residence, place a note on the door and wait two hours. If Credit, after attempting to contact the booking agent, is unable to contact the shipper, an SIT control number will be issued to the driver/destination warehouse authorizing the shipment for storage.

- The driver/agent should contact the Credit Department when a shipment is unable to deliver because the shipper does not have any or only has a portion of the money to pay the transportation charges, a shipper is disputing the estimated charges as compared to the actual charges, the shipper is protesting the payment of destination services (shuttle, etc.) or for any money-related circumstances that arise while the shipment is en-route or at destination. Credit will act as the intermediary in resolving the dispute. Credit will request the input of all parties involved (booking agent, shipper, hauler, origin agent, etc.) as well as review the shipping documents (Order for Service, B/L, weight tickets, packing forms, etc.) to assist in the resolution. If Credit is unable to amicably resolve the dispute within the guidelines of federal regulations and National Van Lines policies, an SIT control number will be issued authorizing the shipment for storage. **Never start the delivery process until all charges are collected!**
- When Credit has issued an SIT control number, the driver must write this number at the bottom of the bill of lading in the section that requests warehouse information. If driver or the warehouse agent fails to obtain authorization for storage, they will be subject to the full recursability of the transportation charges.
- DOD Shipments - Clearance and SIT Control Number - It is necessary on all DOD shipments to receive clearance from the destination base in order to deliver the shipment. This can be accomplished by contacting the destination agent or the National Forwarding Company Operations Department and having them contact the base for shipment clearance. The T.M.O. at the base will advise the hauler or destination agent if the shipment is going to residence or the warehouse. The base has up to 2 hours in order to clear the shipment. If the shipment is going to the warehouse they will issue an SIT control number. All National Forwarding Company DP3 shipments must be cleared through the National Forwarding Operations or Move Management Department.

If the driver delivers a DOD shipment on a Saturday or Sunday to the shipper's residence, the driver must contact the destination base or the National Forwarding Company Operations Department on the next working day in order to clear the shipment.

- Destination Warehouses - Correct Placement of Shipment - All destination warehouses listed on the bill of lading must be used in accordance with both agency and contractor agreements.
  - Military O/A's must assign the D/A of the corresponding company they represent.
  - Any change in the destination warehouse must be authorized by the Operations Department. In the event a destination warehouse is not named, the Operations Department will assign one for you.
  - If the listed destination warehouse cannot accept the shipment, then the Operations Department should be contacted immediately and they will locate and assign one for you.
  - Failure to place the shipment into the correct destination warehouse could result in a possible fine and the charges for transporting the shipment to the correct destination warehouse.

**Agent Line-Up Report** – The Line-Up Report is automatically sent out nightly via email to every agent who has booking or origin agent activity. This report can be recreated in the AS400 system by going to the Operations Menu. The Line-Up Report provides the following information:

- Registered – this reflects that the shipment is active and registered in National Van Lines AS400 system.
- P/H – this stands for “pick and hold” and means an APU has been issued on the shipment and the assigned origin agent should plan on picking up the shipment.
- Planned – this means that the shipment is planned on a driver; however, he does not have the orders yet. Once the driver receives the orders and accepts the assignment the shipment status will be updated.
- Assigned – this means that the driver has orders and has accepted this shipment.
- BL No – the assigned Bill of Lading number.
- Req Ld – the load date—in the case of a load spread the first load date.
- Weight – the estimated weight of the shipment.
- Origin – the origin city and state.
- Destination – the registered destination city and state.
- Driver – the driver who is planned/assigned to the shipment.
- Van Date – the date the planned or assigned driver is scheduled to load the

shipment, either at residence or in the case of an APU from the origin agent's dock.

- Type – the type of shipment – COD, NA GSA or NC.

**Transit / Service Guide** - The transit guidelines should be applied to all COD and national account shipments.

Non Peak Season Shipment Registration Notification Period: Three (3) business days prior to the load date—cannot include the day of loading. Self-haul shipments may be registered without the required notification period. See Page 26 for information on Short Notice Shipments.

Peak Season Shipment Registration Notification Period:

- Registrations with 0-3 days notice are automatic APU's or must be self hauled and MAY NOT USE Optional Delivery.
- Registrations with 4-7 days notice can be released to National Van Lines to haul – APU may be required.

#### LOADING SCHEDULE:

SHIPMENT WEIGHT	LOAD DATES REQUIRED
1,000 - 2,499	4 DAYS
2,500 - 4,999	2 DAYS
5,000 - 6,999	1 DAY
7,000 - 9,999	1 DAY
10,000 - 13,999	1 DAY
14,000 & Over	1 DAY

#### DELIVERY SCHEDULE:

MILEAGE SHIPMENT WT	1- 500	501- 800	801- 1200	1201- 1600	1601- 2000	2001- 2500	2501- 2900	2901 & Over	PEAK Optional Delivery (see Page 26)	NON PEAK Optional Delivery (see Page 27)
1000-2499	0-12	2-13	2-14	3-15	4-16	5-17	6-18	7-19		
2500-4999	0-10	2-12	2-13	3-14	4-15	5-16	6-17	7-18		
5000-6999	0-7	2-9	2-11	3-11	4-12	5-13	6-14	7-15		Any 5
7000-9999	0-5	2-8	2-9	3-10	4-11	5-12	6-13	7-14		Any 4
10,000-13,999	1-4	2-6	2-7	3-8	4-9	5-10	6-11	7-12	12,000 lbs.+ Any 2	Any 2
14,000 & Over	1-3	2-5	2-6	3-7	4-8	5-8	6-9	7-10	Any 1	Any 1

**NOTE:** Agents are required to self-haul shipments moving 250 miles or less if loading and delivering within Region 2 and moving 500 miles or less between all other points.

To convert delivery spreads indicated above to actual calendar days, follow these steps:

1. **Find** the correct delivery spread for your shipment by locating the intersection of the applicable row and column representing the shipment weight and mileage.

2. **Begin** counting calendar days with the day after the first load date. Take the first number in the delivery spread indicated above and count forward on the calendar by that number of days. This is the first day of the delivery spread.
3. **Again**, begin counting calendar days with the day after the first load date. Take the second number in the delivery spread indicated above and count forward on the calendar by that number of days. This is the last day of the delivery spread.
4. **Sundays** and holidays may be included in the delivery spread; however, the delivery spread should **never end on a Sunday or tariff holiday**. Always include the next working day.

Non Peak Season Short Notice Shipments:

1. All Short Notice Shipments 5,000 pounds and greater moving 800 miles or more:
  - May be registered without the required notification period.
  - The booking or origin agent must be willing to APU the shipment, if required.
  - Standard transit guide applies, including Optional Delivery.
2. All Short Notice Shipments under 5,000 pounds and  
All Short Notice Shipments moving under 800 miles
  - May be registered without the required notification period.
  - The booking or origin agent must be willing to APU the shipment, if required.
  - Optional Delivery is **NOT** available unless overwritten by the Operations Department.
  - The Short Notice Period must be added to the end of the transit guide, e.g.:
    - A shipment registered on December 1 with a load date of December 2 would be considered 0-day notice. The delivery period would need to be extended by 3 days.
    - A shipment registered on December 1 with a load date of December 1 (registered same day) would require the delivery period to be extended by 4 days (the normal 3 day notice, plus the day of loading).

**If the customer's service requirements demand exceptions to any of these guidelines, you must call the Operations Department at (800) 826-6851 — for approval, prior to customer commitment and before registering the shipment.**

Peak Season Optional Delivery - National offers an Optional Delivery program on shipments weighing 12,000 pounds and over that allows customers to pick a shorter delivery spread within the standard delivery schedule. This is to be used primarily for National Account shipments. **NOTE:** See Shipment Registration Notification Period on Page 25.

As an example, a 13,000 lb. shipment moving 2,300 miles has a standard delivery spread of 5 -10 days. When necessary, you may commit to a two-day delivery spread anytime during the standard spread -- subject to the following:

To qualify:

- Optional delivery spread cannot begin prior to the second day of the standard delivery schedule.
- Optional delivery should never end on a Sunday or tariff holiday. Always include the next working day.

- Shipments must be moving between points in the 48 contiguous states, with the following exceptions:
  - Points in Texas south of Laredo/Corpus Christi.
  - Points in Wisconsin and Minnesota north of I94 excluding Minneapolis/St. Paul, Madison and Milwaukee.
  - Points in Michigan north of Highway 10/25 including the Upper Peninsula of Michigan.

Non Peak Season Optional Delivery – When necessary, National offers an Optional Delivery program that allows customers to pick a shorter delivery spread within the standard delivery schedule. This is to be used primarily for National Account shipments. NOTE: The Optional Delivery program may not be available during periods of high volume or low capacity – check applicable bulletins.

As an example, an 8,000 lb. shipment moving 2,300 miles has a standard delivery spread of 5 -12 days. When necessary, you may commit to a four-day delivery spread anytime during the standard spread -- subject to the following:

To qualify:

- Optional delivery spread cannot begin prior to the second day of the standard delivery schedule.
- Optional delivery should never end on a Sunday or tariff holiday. Always include the next working day.
- Shipments must be moving between points in the 48 contiguous states, with the following exceptions:
  - Points in Texas south of Laredo/Corpus Christi.
  - Points in Wisconsin and Minnesota north of I94 excluding Minneapolis/St. Paul, Madison and Milwaukee.
  - Points in Michigan north of Highway 10/25 including the Upper Peninsula of Michigan.

Mandatory Agent Pickups (APUs) - Agent pickups (APU's) are mandatory and should be considered automatic on all shipments 2,100 lbs. and under throughout the month and all shipments 3,000 lbs. and under during the last seven (7) days of the month, unless the booking agent is otherwise notified by the Operations Department of a direct van assignment at least 24 hours before loading.

Self-hauls - Agents are required to self-haul shipments going 250 miles or less if loading and delivering within Region 2 and moving 500 miles or less between all other points. Self-haul shipments over 500 miles must be approved by the origin-area planner prior to registration. Self-haul shipments may be registered with any dates and any discounts as long as the booking agent performs the hauling service using a vehicle and driver qualified by National Van Lines.

Space Reservation - Need a faster transit time? Need a tighter load spread? Sell your customer a space reservation. Not only does this provide faster load and transit time, it also lets your customer reserve a specific amount of space in a vehicle. Remember, space reservation must be sold in 100 cubic foot increments and weight is computed at 700 pounds per 100 cubic feet.

**Policy on Uniforms & Painting Requirements** – It has often been said that “you only get one chance to make a first impression” and we believe that old saying is more applicable to our industry than any other. While homeowners deal with various service providers on an almost daily basis, none spend more time in the home, or interface more closely with the homeowner and his/her family than we do as movers. Therefore, during the off season it is a great time to address and correct all the things that make up how you, your equipment and employees are looked at by your customers.

- Drivers – National Van Lines policies note that uniforms are required for all household goods drivers and should consist of dark blue slacks, jeans or Bermuda shorts, and a National Van Lines dress or knit shirt. T-shirts are fine for loading and unloading after you meet the customer; however, we suggest you arrive in a regular uniform shirt. Above all, avoid wearing clothing with verbiage, pictures, or drawings that might be found offensive by some customers. Dark, closed shoes or boots are also part of the uniform. This requirement is part of the uniform look, but more importantly, closed shoes are a significant safety consideration, because open shoes and sandals do not offer any protection to your foot and increase the likelihood of tripping. While National Van Lines recognizes everyone’s individual rights when it comes to personal appearance, we do strongly suggest that you present a clean professional appearance. If the customer perceives you as a professional when he/she meets you, that impression will reassure them and set the tone for the entire move. Not only will we have a more satisfied customer, but your job will be made easier. In addition, it is a proven fact that satisfied customers are far less likely to submit claims.
- Trailers – All trailers in National Van Lines committed fleet must be painted and decaled to National Van Lines specs, either standard or Wyland and must be clean and in a well maintained condition, including, but not limited to, clean, rust free wheels and undamaged belly boxes. In addition, the interior of your trailer should present a clean, organized appearance.
- Tractors – Units painted National Van Lines white are clearly preferred with standard white National Van Lines decaled trailers, however, tractors painted a **matching** red or blue will be allowed. In the case of Wyland trailers, obviously matching blue tractors are preferred, however, white tractors will be allowed. As noted previously, with regards to clothing, you should also avoid any wording or adornments on equipment that might be found as offensive to either customers or the public.
- Agency Vehicle Identification – We understand that most agents have to use their local and short haul trucks in “dual service”. Sometimes the truck and driver are loading, hauling or delivering shipments that are moving under National Van Lines authority and other times the unit is hauling shipments moving on an agent’s local or intrastate authority. The important thing to remember is that the door decal of the power unit must always provide the trade name and applicable identification numbers of the motor carrier whose authority the unit and driver are operating under at that point in time. This can be done by having one set of information permanently affixed to the doors and having the other information on removable door placards that are large enough to cover up the permanently affixed information.

The other thing that is extremely important is that the driver must not only show the proper information and paperwork if stopped, they must also tell the officer whose authority they are operating under.

**Committed Fleet Participation and Benefits** - The National Van Lines Committed Fleets consist of both agent-sponsored units and owner/operator units that are directly leased to National Van Lines. Committed Fleet units are defined primarily by the fact that they are committed throughout the entire year to full-time utilization and control by the Operations Department. Such units are, therefore, distinguished from Intermittent Fleet units which are only occasionally made available to the Operations Department for dispatch.

- Scope - Committed Fleet units can run committed long-haul (CL-48 state), Eastern Radial (CE), or Western Radial (CW).
- Benefits - In return for this full-time commitment, all Permanent Fleet units, including those sponsored by agents, are entitled to certain benefits:
  - Accelerated Settlements & Payment of Commissions - As a full participant in our Hauling Program, agents with Committed Fleet units are entitled to accelerated commission settlements. Simply put, on the day the commissions are paid, any audited shipments having all proper documentation necessary to bill, that were received five (5) days or more for all Permanent Fleet haulers will be included in the settlement and payment that week.
  - Priority Loading - Agents who sponsor units in National Van Lines Committed Fleet are assured that their units will receive priority in loading over other trucks that may only be available on an intermittent basis. This priority loading benefit applies year-round, in winter, as well as summer.
  - Awards for Quality Achievement - Van Operators in the Committed Fleet(s) are eligible to receive various awards for outstanding service. Through the Driver of the Quarter, Driver of the Year and Safe Driver awards, National Van Lines seeks to recognize and provide additional incentives to those Committed Fleet drivers who excel in the areas of safety, claims, customer service, and Operations.

In addition, Committed Fleet operators are part of National Van Lines "Pay for Performance" program that ranks each driver as 1, 2, 3, 4 or 5-Star, with the latter receiving up to 2% extra hauling commission.

**Driver's Changing Their Agency Affiliation/Sponsor** – National Van Lines recognizes that drivers are free to work for, or lease to, anyone they choose. Further, National Van Lines cannot and will not prevent anyone from changing their affiliation/sponsor unless that driver attempts to change his agency affiliation/sponsor while under a suspension, termination or during an investigation.

While National Van Lines does not want to prevent any driver from exercising his rights to change employment, we do need to control this change. Therefore, all changes of

status must take place while the driver in question is empty and in good standing with National Van Lines.

In addition, National Van Lines will not authorize a sponsorship change within our system without a release from the agent the driver is leaving. In the absence of that letter, a driver will not be qualified with a new sponsor agent until at least 60 days have expired since his official termination date with the original sponsoring agent.