



The **INTERSTATE**TM WORLDWIDE RELOCATION SERVICES **News**

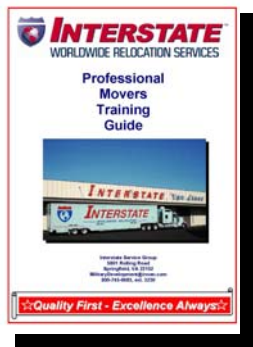


5801 Rolling Road, Springfield, VA 22152 · 800-336-4533 · Fax 703-569-3006 Issue 29-3 June 2009

Interstate News

Military Affairs reports that military customer satisfaction surveys show a continued trend upward in the number of military customers that would use our Service again. For the first quarter of the year we have 42 percent surveys returned and 85 percent of our customers would use our service again. This compares to 80 percent for same time last year. Early reports for April and May indicate that 89 percent would use us again. This positive upward trend is the direct result of our efforts to Book with the Best (BWB). The awarding of SIT and bookings based upon customer satisfaction rating.

Under the DPS Program there is a new Tender of Service. There are some changes in the way we are service military shipments under the DPS Program. All service providers should have a copy of this and be familiar with the contents. If you do not have a copy, contact the Military Affairs Dept to receive a copy.



Service Providers are reminded that we have published on the agent website The Interstate Training Guide. This publication was developed from the material used at Interstate HQ and modified for use by our Service Providers. It was written specifically for the handling and servicing of military shipments. It can be found on the Service Provider website listed under "Reference Material".

DP3, News and You

SDDC announcement – They held a meeting (4 June 2009) with the Service Headquarters. And the Services shared some similar concerns which we in the Industry have had. The purpose of the meeting was to provide Service reps with an update on the way ahead, and to get their direct feedback. As a result of this SDDC advised the planned way ahead is:

- Remove short fuse shipments from DPS (a significant percentage of the total shipments, 21 percent) for at least one month.
- Make several adjustments to the system to improve system response and access, and decrease timeouts, kickouts, and error messages.
- Per Service Headquarters, request suspending the use of DPS for non-temp storage and DPM shipments through peak season.
- Hold off on moving additional shipment types (PPM, OTO, etc) via DPS until the system demonstrates it will handle current user load.

Based on the above we should not see an increase in the percentage of shipments moving via DPS until system response and access issues are addressed. It is anticipated with the shipments mentioned above being moved to TOPS, the percentage of DPS shipments will actually be reduced for a time.

NEWS

BWB - Stands for our program, Booking with the Best. This simply means we book shipments with the best service providers in the market (base), and we direct SIT to the best service providers in the base. It is important that all of our service providers and hauling partners understand this and our program for distribution of traffic. We are a service industry. Fundamentally our mission is to pick up a customer's furniture and delivery it in the same condition, in a manner that exceeds the customer's expectations. Simple to say, challenging to execute. To accomplish our mission we must determine who is the best. For the past 4 years we have made an aggressive effort to develop a program ICARE (Interstate Carrier Agent Review and Evaluation) to ensure we have adequate data to determine the levels of service for those agents and haulers we work with. We look at the data in three segments, origin agent, haulers, and destination agents. We identify the best within those groups and distribute traffic accordingly. Monthly we provide performance data to our service providers on their level of service. Traditionally we have provided a one-year rolling evaluation period. We are now going to add to the report the most current 6-month period. This will provide managers with the ability to see how they are doing long term and most recently. In our last bulletin and newsletter we advised that in order to receive DPS bookings you must have a minimum rating of 4.01 to be eligible for traffic.

We as carriers and service providers must recognize that DPS presents a major challenge to our industry. This requires a critical examination of our procedures. This examination must ensure that we have procedures in place to provide a superior moving experience to our military customers.

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Interstate News (continued)

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Atlantic Relocations (HQ Atlanta) is recognized for their aggressive program to provide our military customers with a superior move process. The management of this company has made a thorough review of the Interstate procedures with their drivers and staff personnel. Their attention to detail and responsiveness clearly show they are committed to providing our military customers with a superior move.

By the Numbers (from SDDC)

18,883

Number of DP3 shipments out of total number of shipments (85,759) in May. This is 22% of all DOD moves.

28% in May

Percentage of DP3 shipments moved through Air Force PPSOs (total 8,655).

17% in May

Percentage of DP3 shipments moved through Army PPSOs (total 6,383).

22%

The percentage of shipments moved through DP3 since November 2008 have been "short

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DP3, News and You (continued)

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TQAP Winter - Originally all indications were that the TQAP Program would cease to exist by the end of the summer. Thus many of us had abandoned efforts to develop military bookings through the TQAP Program and devoted all efforts to the new DPS Program. Recent developments indicate there is a possibility that bookings will still be made via TQAP for this coming Winter Cycle. Thus, we are now challenged to continue to devote efforts to develop bookings for this coming winter through the TQAP Program. Review your carriers, if you have carriers with less than a 100 score. Now is the time to replace the carrier and pick up a new "90 carrier" and then work towards achieving a first booking. Keep in mind that the cut off for scores for the winter is cut off on the 15th of August.

Survey Results - When we provide you with your performance levels, this information is based on all surveys from military customers. These surveys come to us four ways, surveys completed on line, surveys mailed, SDDC surveys and our telephone surveys. Traditionally a passive survey system obtains 14 percent surveys from customers. As a result of our program we have obtained 42 percent for the first three months of 2009. This clearly ensures that we have a high level of data, which allows us to determine our level of service. Many service providers take ownership of their bookings and deliveries. This means they actively encourage the military customer to complete a survey, the military or ours. Thus they recognize that doing a superior job is one thing but ensuring you get "credit" for your efforts is the challenge. Make it part of your mission, your daily program, to motivate and encourage our military customers to complete a survey. Many of our service providers have a formal program to accomplish this and it clearly shows in the stats we have compiled. If you have questions on how to get a higher return rate of surveys, give us a call and we will be glad to work with you on this.

Scores and Ratings - In the TQAP Program when an agent provided poor service it only impacted on their score for their installation. It did not affect any other agent. The impact of poor service was localized. Now under the DPS Program we have one rating, one rating based upon customer satisfaction, and that rating is a nationwide rating. Poor service at one base on one shipment has a ripple effect across the country and affects our "national rating", and impacts on all agents. As a carrier we have an obligation to our quality minded agents to work only with like-minded agents to ensure continued success in our military bookings. Our mutual success in the new program requires that we all have to rethink our business practices and make decisions, which will ensure our business development. For some of our haulers and agents, they have the technical skills, the proper packing, loading, and storage skills needed to transport the customer's property and delivery it free of loss and damage. They have perfected their skills in these areas and have a low claims ratio. But, unfortunately, they have not invested equal time in customer satisfaction methods and interaction skills. This is an area that warrants our immediate attention. One that is just as important as our transportation skills.

Interstate Standard					
Rating Scale	5.00 - 4.40 Excellent	4.39 - 4.30 Very Good	4.29 - 4.01 Meets Standards	4.00 - 3.00 Needs Improvement	2.99 - 0.00 Unsatisfactory

Bookings & SIT for You - In our last Newsletter we advised that we will only book DP3 shipments with those agents maintaining a 4.01 Q Rating or better. At those bases where we have multiple agents on the LOI we are booking only with the agents with a 4.01 rating or better. Your carrier generated bookings (JOLT and DP3) go hand in hand with your ICARE Rating. All agents should be familiar with their ICARE Rating for Origin and for SIT. These are published monthly. If you do not get the report of your ratings, contact our Military Affairs Department and they will get your report to you.

Customer Service Multipliers

The following is a list of actions we can take to enhance our customers' experience when they move with Interstate. Our objective: customers who are not just satisfied, but glad they moved with us.

- Be professional, courteous and helpful
- Smile and maintain a cheerful attitude, especially when speaking
- Always make eye contact when speaking to the customer
- Use titles when addressing customers (Mr., Mrs., Sgt., etc)
- Keep conversations related to the job
- Do not use cell phones for personal calls while on the job
- Do not sit down to pack items
- Handle all items gently and professionally
- When communicating with customers, avoid slang or industry terms they may not know (for example: APU, 4.5, etc.)
- Do not talk "down" to customers; this may be their 20th move and they understand the process very well; on the other hand, this may be their first move.
- Take time to let customers know what is taking place - this reduces their stress.
- If a customer brings you concerns, suggestions, or instructions, do not insensitively brush them off by boasting about your skills. Carefully consider both the customer's comments and feelings before responding.
- Remember: It's the customer's perception that matters.

Peak Season Hauling Policy

The 2009 peak season will be unique. In all lines of business there is uncertainty in how much business there will be and how long it will last.

In the past we have taken proactive measures to maximize our summer capacity and efficiency for everyone in our network. However, this year there are strong indications that capacity could be greater than the actual demand for services, as each business entity attempts to seize any available revenue opportunity. We understand the situation, and will provide as much latitude as possible on self-haul requests.

We will continue to require origin service providers to self-haul shipments moving under 650 miles and shipments moving to adjacent states. This policy is still in effect for the entire 2009 summer booking cycle.

To request self-haul on shipments over 650 miles, at the time of registration, select "Y" in the drop-down menu in the SELF-HAUL field on the shipment registration screen. This will send an automatic e-mail to Dispatch@invan.com. Upon receipt of your e-mail, Van Line Operations will respond via e-mail within 24 hours to approve the self-haul. **Entering a self-haul request in REMARKS will NOT ensure a response.**

To ensure proper dispatch and coordination, service providers should log-on to the Interstate website and verify the shipment status under "Loading Assignments". Once a shipment has been approved for self-haul, the shipment assignment will be listed under the designated carrier authority.

Any questions should be directed to Glenn Begg, 800-336-4533 ext. 3170, (glenn.begg@invan.com) or, Bobby Driggers, 800-336-4533 ext. 3171 (bobby.driggers@invan.com).

As always, we appreciate the support and continued hard work of all service providers.

The Importance of Weight Accuracy

One key to successful traffic management is having the correct information to properly design loads. This is critical to ensuring efficiency and cost-effective dispatching of our fleet. Correct shipment information is a key factor throughout the year, but reaches critical importance in the summer months. It is during this time that all resources are taxed and load capacity is vital to our dispatch system.

Pre-move surveys

A thorough survey is the first step in accurate weight determination. With shipments 4700 lbs. and greater, a visual on-site survey is required. Shipments under 4700 lbs. have the option of an on-site or phone survey.

Change in shipment weight – If an estimated shipment weight is found to be incorrect, the service provider must log-on to their webpage on www.invan.com. From the "Information Center" link, enter your 4 digit log-in name and 6 letter password. Click on "Update Registration" and select the appropriate shipment, then make changes as necessary. We ask that you DO NOT phone in the changes. Making the changes on the website is quick, efficient, and ensures the data is accurate.

It is vital that upon completion of a pre-move survey, if the weight is not the same as the estimated or registered weight, this information **MUST** be made known **immediately** to dispatch.

All service providers are encouraged to make weight accuracy a priority. Your cooperation will help make 2009 a success for all!

"One Stop Shopping"

Our Agent Operation Information Center has served us well over the years, allowing agents to input shipment information directly into the system, which eliminates faxing, emailing, calling and the potential for data error, as well as giving our agents access to bulletins and other useful information. We will continue to upgrade this system to provide more functionality, allowing for ease of data flow and access to all Interstate information and programs. Recently we added the "DPS/DP3" tab, providing an interface for agents to input shipment data required for the DP3 program. We are getting valuable feedback from our agents as to how we can improve this new feature; these suggestions are most useful and will be used to ensure that we provide you with an effective and easy-to-use system. As always, we welcome any feedback or suggestions.

The Best Of The Best

I C A R E E

nterstate
arrier
Agent
Review and
Evaluation

ICARE is not only an acronym, but an accurate description of how we feel about our customers. When superior customer service is performed, every individual says "I care."

We have used the ICARE program effectively for over 3 years, but the value of the program is increasing. 2009 will be a challenging year; we can no longer give lip service about quality and customer satisfaction, they must be performed with each and every move.

Interstate, as announced in the last newsletter, follows "BWB," or Booking With the Best, which includes distribution of SIT. We appreciate the efforts made by our service providers to improve service to our military customers and we look forward to another successful year.

The Interstate Standard

Rating Scale	5.00 – 4.40 Excellent	4.39 - 4.30 Very Good	4.29 – 4.01 Meets Standards	4.00 – 3.00 Needs Improvement	2.99-1.00 Unsatisfactory
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Top 3 Interline Carriers

	<u>Q Rating</u>
<i>Graebel Van Lines</i>	4.43
<i>Paul Arpin Van Lines</i>	4.26
<i>Wheaton Van Lines Inc.</i>	4.36

Origin Service Top Five

SIT Delivery Top Three

Division A

	<u>Q Rating</u>
<i>Leek Van & Storage Co. (Ft. Campbell)</i>	4.62
<i>First Class Moving Sys (JPPSO SAT)</i>	4.48
<i>A-1 Freeman N. Amer. (JPPSO SAT)</i>	4.32
<i>Admiral Mvg & Stg (FISC Norfolk)</i>	4.27

	<u>Delivery</u>
<i>Pacific Movers (JPPSO Anchorage)</i>	4.64
<i>La Mesa Transfer & Stg (FISC San Diego)</i>	4.38

Division B

<i>Mitchell Mvg & Stg (JPPSO Ft. Lewis)</i>	4.68
<i>Interior Transporation (JPPSO Anchorage)</i>	4.54
<i>ABC Moving & Storage (FISC Puget Sound)</i>	4.53
<i>Atlantic Relocation (JPPSO SAT)</i>	4.51

<i>Morrison Mvg & Stg (JPPSO Lewis)</i>	4.78
<i>Metropolitan Movers (JPPSO Lewis)</i>	4.54
<i>Leek Van & Storage (Ft Campbell)</i>	4.51

Division C

<i>Ocean City Express (JPPSO NJ)</i>	4.85
<i>Reliable Van & Stg (NPPSO Northeast)</i>	4.83
<i>Steedle Mvg & Stg (JPPSO NJ)</i>	4.80
<i>TKL&L Mvg & Stg (FISC Jacksonville)</i>	4.75
<i>Taylor Transfer (JPPSO Northeast)</i>	4.74

<i>AAA Pro Mvg & Stg (JPPSO COS)</i>	5.00
<i>Daly Movers Inc (FISC SD at Seal Beach)</i>	4.75
<i>Ambassador Worldwide (JPPSO WA)</i>	4.68

Division D

<i>Pacific Movers Inc. (JPPSO Anchorage)</i>	5.00
<i>Marysville Van & Stg (JPPSO COS)</i>	4.80
<i>Ace Worldwide Mvg & Stg (JPPSO WA)</i>	4.80
<i>Mr D's Moving Co (JPPSO SAT)</i>	4.80

<i>A Plus Van & Stg (FISC Norfolk)</i>	5.00
<i>A-1 Bestway Inc (Ft Gordon)</i>	4.87
<i>Blanchette Mvg & Stg (JPPSO NE)</i>	4.85

Legend

Division A = 90+ shipments

Division B = 50-89 shipments

Division C = 26-49 shipments

Division D = 5-25 shipments

January-
December 2008
28% responses

January-
April 2009
35% responses

Data represents April 2008 - April 2009

Divisions based on amount of shipments serviced by provider

Q rating = average of 25% of the survey score and 75% of the packing score