



The



News



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Interstate News



- Code 1 bookings for this summer are the best in Interstate's history--a "record breaking" summer
- Bookings for JPPSO Colorado Springs, CO are at an all time high, making this TMO our largest customer for summer 2008
- **A-1 Freeman Relocation Service** in San Antonio, TX serving military customers of JPPSO San Antonio has the best packing claims performance of any agent in Division A
- They are closely followed by the claims performance of **A-1 Bestway** of Augusta, GA serving military customers of Fort Gordon
- **Guardian Storage** of Pensacola, FL serving NAS Pensacola has the highest military customer satisfaction rating for origin services of Division A bookers
- The customer satisfaction rating of **Bailey's Moving and Storage** in Salt Lake City, UT serving JPPSO Colorado Springs holds a close second place for origin service
- **La Mesa Transfer and Storage** of La Mesa, CA serving FISC San Diego has the highest customer service ratings for delivery service in Division A
- **First Class Moving Systems** of Clearwater, FL serving JPPSO San Antonio has the highest customer satisfaction ratings for delivery service in Division B
- **Academy Van and Storage** of Norfolk, VA serving CPPSO Norfolk has the lowest claims ratio on shipments out of SIT for Division A

Success In Families First Depends On Quality

For service members, military civilians and their families, Permanent Change of Station moves are a stressful reality of military life. To improve the move process, the Department of Defense developed a new personal property program called **Families First**. It focuses on meeting the needs of service members by **promoting quality service**.

Historically, the industry has had to make major adjustments in the way it operates to accommodate the changes in the Department of Defense household goods programs. The changes soon to be implemented under the newest incarnation, Families First/DPS, will be the most demanding we have faced.

The military will be monitoring each shipment step by step to ensure a quality move for every service member. Quality is measured by Customer Satisfaction Surveys. Our goal on every move is an **EXCELLENT** survey score.

Professionalism and salesmanship, when first meeting the customer face to face, and when leaving the customer's home, are the best tools to influence receipt of an **EXCELLENT** survey score. During the entire moving process it is our responsibility to ensure that the customer is happy--that means every employee and every crew member must have a mindset of quality.

Upon completion of the move, we will advise the customer that the military will be sending a survey by e-mail, and that it is our desire to achieve an **EXCELLENT** rating. **Survey scores determine how much future traffic we will be awarded.**

"First impressions are lasting impressions."

We have team support for customers available at any time during the course of the move. Customer questions can be directed to Move Management's toll free number 1-800-336-4533 ext. 3242. If damages are the issue, call the Claims Department 1-800-336-4533 ext. 3161.

On the next page we have supplied the list of survey questions the customer will answer to determine the quality of service we have provided. Please take time to read and familiarize yourself.



(continued on page 2)

Customer Service (continued)

(continued from page 1)

ORIGIN TRANSPORTATION PROVIDER QUESTIONS

Evaluate services provided at origin such as the quality of packing, labeling and organization.

Excellent – 5 Good – 4 Satisfactory – 3 Poor – 2 Unsatisfactory – 1

Evaluate origin services such as the care, courtesy and attitude of the loading crew.

Excellent – 5 Good – 4 Satisfactory – 3 Poor – 2 Unsatisfactory – 1

How satisfied were you with the timeliness of the pick-up of your personal property by the transportation provider?

Excellent – 5 Good – 4 Satisfactory – 3 Poor – 2 Unsatisfactory – 1

DESTINATION TRANSPORTATION PROVIDER QUESTIONS

Evaluate services provided at destination such as care, courtesy, attitude of the crew, unloading, and unpacking.

Excellent – 5 Good – 4 Satisfactory – 3 Poor – 2 Unsatisfactory – 1

How satisfied were you with the timeliness of the delivery of your personal property by the transportation provider?

Excellent – 5 Good – 4 Satisfactory – 3 Poor – 2 Unsatisfactory – 1

How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?

Excellent – 5 Good – 4 Satisfactory – 3 Poor – 2 Unsatisfactory – 1

Do you plan to file a claim for loss or damage?

Continue "THE PURSUIT OF EXCELLENCE"

New Service Providers

- Ace Worldwide Van Lines--Cudahy, WI
- Bekins A-1 Movers Inc.--Norfolk, VA
- Gold Country Moving & Storage--Sacramento, CA
- Greens Moving & Storage--Rapid City, SD
- Hidden Valley Moving & Storage--Phoenix, AZ
- Holiday Worldwide--Warrensburg, MO
- King Moving & Storage--Valdosta, GA
- Miami Valley Moving & Storage--Dayton, OH
- North Western Warehouse--Rapid City, SD
- Ortlieb Moving & Storage--Valdosta, GA
- Paragon Van Lines--Mt. Holly, NJ
- Precision Movers Inc.--Sycamore, GA
- Richardson Moving & Storage--Dayton, OH
- Southwest Transfer & Storage--Phoenix, AZ

**477
Interstate
service
providers
nationwide**

We are committed to consistent quality in every facet of everything we offer, always aiming higher, confident in the knowledge that we can be the best at all we do.

Top Bookers in the Top 10 Code 1 Booking States

Virginia

Ace Van & Storage Co.
Academy Van & Storage
Dunmar Moving & Storage (Norfolk)

California

Apple Valley Transfer & Storage
La Mesa Transfer & Storage
Global Moving Systems

Texas

A-1 Freeman M & S (Harker Heights)
EDC Moving Systems
Roger Ward North American (Killeen)

Washington

ABC Moving & Storage
Bremerton Transfer & Storage
Northwest Moving Services

Florida

First Class Moving Systems
Guardian Storage Inc.
Haynes Transportation Co.

Colorado

Doyle Moving & Storage
Bailey's Moving & Storage
Goff Transfer & Storage

Arizona

AAA Pro Moving & Storage
Mountain Moving & Storage
TLC Moving Inc.

North Carolina

Terminal Storage Co. (Fayetteville)
Modern Moving & Storage (New Bern)
Markethouse Moving & Storage

Illinois

Cord Moving & Storage
Gerold Moving & Warehouse
Lake County Movers Inc.

Georgia

A-1 Bestway Inc.
Acme Moving & Storage
Reads Moving Systems of GA

The USAF Turns 61



Happy Birthday to the United States Air Force, defending America and her allies since September 18, 1947, as well as completing numerous humanitarian missions. We extend our gratitude to all the men and women who have served in the USAF.

All In The Family



Buddy Morrissette (right), President, presents Butch Sanford (center), and Earl Sanford (left), with certificates of appreciation for their combined 84 years of dedicated service to Interstate.

On July 23, 2008, Interstate Worldwide Relocation recognized Butch Sanford and Earl Sanford for their outstanding service to the company. Butch has worked at Interstate for over 44 years, and oversees terminal operations at our three Washington, D.C. area facilities. He began his Interstate career as a mover and warehouseman, and has advanced to Vice President. His wife Pat performs pre-move surveys as a contractor, and his son Jason works in the warehouse.

Butch's brother Earl, also at Springfield, has been with Interstate for 40 years and is our senior Revenue Accounting Auditor. Earl began his tenure in dispatch and as an over-the-road crewman, moving up to driver accounting and then revenue accounting. Their father, Bart Sanford, was the first of fifteen Sanford members to have worked at Interstate. Both Sanford brothers have set the standard for longevity and tenure, and exemplify Interstate's "Top Hat Service." We thank the Sanfords for their work at Interstate and we look forward to many more years of quality service.

FISC Puget Sound Promotions

Interstate is pleased to report that Andrea Gergen has been named Transportation Officer at FISC Puget Sound in Washington state. Andrea, an experienced personal property counselor, excelled in a supervisory position for six months. It was then announced that she would become the permanent Transportation Officer.

Jill Smith accepted the HHG Products and Services Director position in December 2007. The HHG P&S Director provides guidance, direction, leadership, and management to 46 Fleet and Industrial Supply Center (FISC) Personal Property offices organized beneath the seven major FISCs (Yokosuka, Japan; Pearl Harbor, HI; San Diego, CA; Puget Sound, WA; Jacksonville, FL; Norfolk, VA; and Sigonella, Italy.) Jill serves as the single point of contact for HHG issues and communications between NAVSUP Headquarters Navy Family Support (NFS-53) Household Goods and FISC subordinate offices.

We congratulate Andrea and Jill on their promotions and wish them much success in the future.

Meet Our Featured Moving Specialist

Your moving specialist is...

Louis Ogu



- Professional driver since 2003
- Driver of the Month for June 2005, September 2005
- Hometown: Owerri, Nigeria
- Enjoys football and pool
- "Every move is a reflection of the Interstate team, and I want to make a lasting positive impression."

Interstate recognizes Chukwuma "Louis" Ogu as the Driver of the Summer. Our latest ICARE review indicates that Louis has the highest rating for customer satisfaction in the Interstate Van Lines fleet. This is no small task, and while all of our drivers strive for the best service possible, Louis consistently excels in professionalism, communication skills and customer service. As evidenced by his happy customers, he regularly practices "ICE" (introduction, communication, education). We congratulate Louis on a job well done this summer, and we are confident he will do just as well in the future.

Interstate To Move Commanding General

Interstate is pleased to announce that we will move the former Commanding General of Multi-National Force - Iraq, and current Commander, U.S. Central Command, General David H. Petraeus. General Petraeus has a 34-year distinguished career in the Army, which includes service in Bosnia, Haiti, Kuwait, and Iraq. His awards, decorations and badges include the Defense Distinguished Service Medal, Bronze Star for valor, and Air Assault Badge.

General Petraeus was a distinguished cadet graduate of West Point, top graduate at the US Army Command and General Staff College, and holds MPA and PhD degrees from Princeton's Woodrow Wilson School of Public and International Affairs.



General Petraeus

He has recently distinguished himself as the commander of all coalition forces in Iraq, and in testifying before Congress regarding the situation in Iraq. Interstate is very proud to have the privilege of moving General Petraeus, and we look forward to providing Top Hat Service to one of the military's top-ranking service members.

Customer Service Update

Recently the Military Affairs Department completed our second analysis of services provided our military customers. Reviewing 1,154 military customer evaluations, the focus was to determine weak areas in our overall move process. Evaluations are completed on the following components: Pre Move Survey, Packing, Loading, Delivery, and the overall Move Process. Focusing on the delivery process there were three key items of dissatisfaction our customers commented on:

1. Did not return to pick up packing debris – 10%
2. Failed to reassemble furniture items – 13%
3. Failed to unpack shipment – 27%

In addition, 5% indicated their shipment was unpacked, but that this service was performed in a hostile or begrudging manner.

It is critical that we address these items and take immediate steps to ensure that all crews and personnel understand that continued reports of poor service for our military customers will result in the loss of business in the future.

All agents must take steps to review the quality of service which we provide to our military customers; this demands our immediate and full attention. We cannot have a “business as usual” attitude. Collectively, we must always strive to improve our service. Ensure that prior to departure, the crew chief makes one final effort to confirm that the services performed meet the customers needs and there is nothing left for the crew to perform. Initiate the following steps:

1. Ensure the customer knows the DD1840 is a notice of loss and or damage and is not a claim. Should they have a claim, they should contact our Claims Department at claims@invan.com or 1-800-745-6683, ext. 3161 or 3162.
2. Any concerns not related to claims should be directed to Customer Service at 1-800-745-6683 ext 3242.
3. Prior to leaving, the customer should be asked once again, if there is anything else the crew can do to ensure the customer is satisfied with our service.

Our bookings will now be based on our customer satisfaction scores, and each and every member of our team must not only understand this challenge, but respond to it.

Quality today, excellence always...we are in the business of providing “Top Hat” service to each of our military customers. In the near future we will be evaluating the performance of specific agents with a low level of customer satisfaction at the time of delivery. These agents will be notified by letter of our concerns.

Should you have any questions on your ICARE scores please contact Military Affairs at 1-800-336-4533, ext 3232.

Army News

The Army is continuing to expand Ft. Bliss as outlined by the 2005 BRAC decision. Centered around El Paso, Texas, but also with facilities in New Mexico, Ft. Bliss is a major Army installation. Its primary mission of air defense artillery is changing to becoming the new home to elements of the 1st Armored Division. The result is the activation of five additional brigades over the next few years, and significant expansion of the base. The Biggs Field area of Ft. Bliss, situated to the northwest of El Paso airport, will see the most growth, adding approximately 27,000 soldiers. The base’s main location will gain another 10,000.

The Army will keep its Stryker brigade in Hawaii, stationed at Schofield Barracks and trained at Pohakuloa Training Area. The decision has upset some conservationists who fear the 38,000 lb. Stryker vehicles will tear up the landscape and harm the environment. The Army maintains that Hawaii is the optimum location for the brigade and the unit and its training are important to national defense. The Army stresses the necessity for being able to quickly deploy anywhere in the world.

The Army recently announced the stationing of 2200 additional soldiers to Alaska and 1980 more to Hawaii. This minor realignment was heavily influenced by regional mission necessities, family considerations, and environmental effects. There are already 18,000 troops on the Hawaiian island of Oahu, but the Army’s statement mentioned the move will “improve readiness and responsiveness to meet future challenges.”

The quest for excellence reflects our natural desire to be greater today than we were yesterday. Make excellence a way of life each and every day.

Summer Is Over



Summer may be coming to a close, but Interstate will be busy this fall and winter. If you’re looking for carrier representation or interested in becoming a booking agent, give us a call today to find out how we can help you stay busy this winter too. Connie Constable, Director of Military Affairs, can be reached at 800-745-6683, ext. 3230.

Saluting Professionals

Interstate salutes the following individuals and agencies for their professionalism. We recognize these individuals for their commitment to customer satisfaction and providing "Top Hat" service for our military customers and government agencies.

Phil Fines--TMO,
JRB Ft. Worth, TX

Ulysses Hardy--
TMO, CPPSO
Norfolk, VA

**SSgt Tomekia
Reese**--TMO,
JPPSO Colorado
Springs, CO



Roy Shields--TMO, NAS Pensacola, FL

Jim Thompson--Alaska Forwarding Services Inc, Seattle,
WA

Chuck White--Household Goods Forwarders Association of
America, Alexandria, VA

Interstate also recognizes the TMO operations at **Fort Irwin** for its outstanding integrity and excellent service to its military customers, carriers and service providers.



Loading Assignments

Timely knowledge of Service Provider shipment loading assignments is critical in planning your day-to-day operations. To access this information, log on to www.invan.com, select "Information Center," enter your vendor # and password, then select "Loading Assignments." This will provide up-to-the-minute data on direct loads, self-hauls and APUs. All Service Providers should be familiar with this feature and check it at least once a day. You will find this feature very useful, as it will help to keep your office abreast of all changes during the upcoming busy summer season. To obtain your log-in and password, please contact Military Affairs at 800-745-6683, ext. 3233.



Veterans May Salute Flag Ceremonies

Title 4, US code (more commonly known as Federal Flag Code) has been updated to allow retirees and veterans not in uniform to salute the US flag under certain conditions. The regulation now states that "during the ceremony of hoisting or lowering the flag or when the flag is passing in a parade or in review, all persons present in uniform should render the military salute. Members of the Armed Forces and veterans who are present but not in uniform may render the military salute." All veterans are encouraged to continue their love for their country by rendering the military salute when appropriate.

In Memoriam

Interstate is sad to report the passing of Charles Campbell, owner of Studdard Moving in Leavenworth, KS. Charles earned his degree in business administration from the University of Arkansas before being commissioned in the Army as an infantryman. During his 27 year long military career, he completed two tours of duty to Vietnam then served in Germany, Korea, the Pentagon and Fort Leavenworth. In 1983, Charles retired at Fort Leavenworth as a Lieutenant Colonel. After retirement, Charles became the owner of James B Studdard Transfer and Storage Company. Under his leadership, the employees of Studdard Transfer won many awards for excellence within the moving industry. During his 25 years as an owner, Charles was proud of the positive role the company played in the community of Leavenworth. In 2003, he was named Leavenworth's "Citizen of the Year." In the citation, it was recognized that he "was a man of integrity who can be counted upon when there is work to be done for the betterment of our community."

It is also with a heavy heart and deep sadness that we report the passing of long time CMSA member and friend Russell P. "Sam" Sampoul. Sam was the founder and owner of Colonial Van & Storage in Fresno, California, and passed away on the evening of August 24th at the age of 86. He was well known, well liked, and well respected by many of his colleagues. He began with one truck and a desk in a shared office in Fresno in 1946. Over the past 62 years as a representative of Allied Van Lines he was able to grow his dream into a very successful company with locations in Fresno and Sacramento, California as well as Reno, Nevada. Sam was a true visionary and pioneer in the moving and storage industry and will be sorely missed.

Interstate also remembers William White of Norfolk, VA, who passed away at the age of 68. William worked for Interstate for 33 years, from 1971 to 2004.

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