

From: "Ron Niemi" <[ronniemi@jetsmovingcompany.com](mailto:ronniemi@jetsmovingcompany.com)>  
To: "Jay Jones" <[Jay.Jones@townsquareinteractive.com](mailto:Jay.Jones@townsquareinteractive.com)>  
Date: 1/16/2020 10:04:14 AM  
Subject: Fwd: Agent CSS Grades and Claims Statistics (10777)  
Attachments: Surveys\_Completed\_Last\_12\_Months.csv  
Tips for Viewing CSV File.pdf

----- Forwarded message -----

From: <[AgencyServices@nationalforwarding.com](mailto:AgencyServices@nationalforwarding.com)>  
Date: Wed, Jan 15, 2020 at 10:33 PM  
Subject: Agent CSS Grades and Claims Statistics (10777)  
To: <[RONNIEMI@jetsmovingcompany.com](mailto:RONNIEMI@jetsmovingcompany.com)>



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January 15, 2020

RON NIEMI 912-220-2885  
JETS MOVING COMPANY, LLC  
3212 N. 40TH ST.  
STE 109/111 BLDG C  
TAMPA, FL 33065

Dear Sir or Madam,

This is your comprehensive performance report which includes your domestic shipments' Customer Satisfaction Survey (CSS) scores and claims grades. The survey scores are based upon surveys completed within the last 12 months, and the claims grade is based on shipments which picked up within the last three years. A blank column means that we do not have any data for that service. Please review this information carefully and take corrective action as appropriate.

CUSTOMER SATISFACTION SURVEYS

The following scores are based on surveys completed between 1/01/19 and 12/31/19.

	Origin Agent	Hauler				Destination Agent	
	Packing Quality (Q1)	Loading Quality (Q2)	Loading Timeliness (Q3)	Delivery Quality (Q4)	Delivery Timeliness (Q5)	Delivery Quality (Q4)	Delivery Timeliness (Q5)
Average CSS Score (12 pts. Max)		12.00	12.00	12.00	12.00		
# of Shipments		2	2	1	1		
# of Surveys		1	1	1	1		
Size Category *		5	5	5	5		
# of Agents in Category		120	120	119	119		
Your Rank		1	1	1	1		
		Excellent	Excellent	Excellent	Excellent		

\* Size Category - The size categories are based on the number of Customer Satisfaction Surveys that were received in the last 12 months. The categories are detailed below.

Size Category	Origin Agent	Hauler	Destination Agent
1	50 or more	50 or more	20 or more
2	20 to 49	20 to 49	15 to 19
3	10 to 19	10 to 19	10 to 14
4	4 to 9	4 to 9	4 to 9
5	1 to 3	1 to 3	1 to 3

Grading scale - Grades are based on the average CSS score, by CSS question (Q1 = packing quality, etc.), applicable to your role as our agent. Grade descriptions and their corresponding average CSS score ranges are as follows:

	Origin Agent	Hauler				Destination Agent	
	Q1	Q2	Q3	Q4	Q5	Q4	Q5
Excellent	11.50 - 12.00	11.50 - 12.00	11.50 - 12.00	11.50 - 12.00	11.50 - 12.00	11.50 - 12.00	11.50 - 12.00
Good	11.00 - 11.49	11.00 - 11.49	11.00 - 11.49	11.00 - 11.49	11.00 - 11.49	11.00 - 11.49	11.00 - 11.49
Satisfactory	10.00 - 10.99	10.00 - 10.99	10.00 - 10.99	10.00 - 10.99	10.00 - 10.99	10.00 - 10.99	10.00 - 10.99
Poor	9.00 - 9.99	9.00 - 9.99	9.00 - 9.99	9.00 - 9.99	9.00 - 9.99	9.00 - 9.99	9.00 - 9.99
Unsatisfactory	.00 - 8.99	.00 - 8.99	.00 - 8.99	.00 - 8.99	.00 - 8.99	.00 - 8.99	.00 - 8.99

#### Analysis:

Origin Agent - Packing Quality (Q1) - No activity in grading period for this agent type.

Hauler - Loading Quality (Q2) - Congratulations on your outstanding performance. Excellent scores like yours will allow us to achieve high rankings in the DP3 Program.

Hauler - Loading Timeliness (Q3) - Congratulations on your outstanding performance. Excellent scores like yours will allow us to achieve high rankings in the DP3 Program.

Hauler - Delivery Quality (Q4) - Congratulations on your outstanding performance. Excellent scores like yours will allow us to achieve high rankings in the DP3 Program.

Hauler - Delivery Timeliness (Q5) - Congratulations on your outstanding performance. Excellent scores like yours will allow us to achieve high rankings in the DP3 Program.

Destination - Delivery Quality (Q4) - No activity in grading period for this agent type.

Destination - Delivery Timeliness (Q5) - No activity in grading period for this agent type.

*Survey Detail:*

The following survey detail lists the score for all questions on every shipment attributed to your company and designates your "role" as Origin Agent (O), Hauler (H), or Destination Agent (D). If you handled the shipment in more than one capacity, each role is listed. The score pertaining to your role(s) on each shipment are highlighted in yellow. This will give you an opportunity to assess your performance based upon each role that you performed.

You should be able to identify each crew member assigned to each shipment and attribute the scores to them giving recognition for superior performance and investigating poor scores and taking appropriate corrective measures.

We are also including this information in the form of a .CSV file, which you can save as an Excel file and sort based upon a number of different criteria to assist you in zeroing in on areas where improvement is needed.

Name	B/L #	GBL #	Pickup Date	Survey Completed	Agent Role	--- CSS Scores ---						
						Q1	Q2	Q3	Q4	Q5	Q6	Total
JONES	491980	HAFC0549845	10/29/19	12/17/19	H	12	12	12	12	12	40	100

Q1 - Packing Quality (max 12 points)

Q2 - Loading Quality (max 12 points)

Q3 - Loading Timeliness (max 12 points)

Q4 - Delivery Quality (max 12 points)

Q5 - Delivery Timeliness (max 12 points)

Q6 - Overall Satisfaction (max 40 points)

Maximum Customer Satisfaction Score: 100 points

CLAIMS GRADES

Three Year Averages	Origin Agent	Hauler	Destination Agent
<i>\$ Liability per 100 lbs. Handled</i>			
<i>System Avg. Liability per 100 lbs.</i>			
<i>Number of Shipments</i>			
<i>Claims Grade</i>			

One Year Averages	Origin Agent	Hauler	Destination Agent
<i>\$ Liability per 100 lbs. Handled</i>			
<i>System Avg. Liability per 100 lbs.</i>			
<i>Number of Shipments</i>			
<i>Claims Grade</i>			

Liability per 100 lbs. - is the amount of loss or damage attributable to your agency expressed as a dollar amount per 100 pounds shipped.

System Average \$ per 100 lbs. - is average amount of loss or damage attributable to all agents expressed as a dollar amount per 100 pounds shipped.

Number of Shipments - is the number of shipments handled by your agency in each role that have picked up in the last 3 years.

Claims Grade - is the grade assigned to your agency as a result of your performance in each of the roles.

One Year Averages - this is provided since it may indicate recent improvement or decline.

#### Analysis:

Origin Agent - No activity in claims reporting period for this agent type.

Hauler - No activity in claims reporting period for this agent type.

Destination - No activity in claims reporting period for this agent type.

If you have any questions regarding the Customer Satisfaction Surveys, please contact Agency Services at (800) 323-9125. If you have any questions regarding the Claims Statistics, please contact Claims at (800) 325-6889.

[www.nationalforwarding.com](http://www.nationalforwarding.com)

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