



Military Surface Deployment & Distribution Command

CARRIER PERFORMANCE PROGRAM & COST QUESTIONS/AUDIT

29 JAN 13





AGENDA



- QA Functional Areas:
 - Carrier Performance Program (CPP)
 - Cost Questions/Audit

- QA Key Issues

- QA Way Ahead

- QA Organizational Contact Information



CARRIER PERFORMANCE PROGRAM



Program designed to ensure carriers adhere to Department of Defense and Department of Transportation rules and regulations.

Shipping Activity Responsibilities

- Monitor TSP performance and ability to provide service to the DOD
- Carrier performance program implementation
 - Issue LOWs
 - Place TSPs in local non-use
 - Report issues to usarmy.scott.sddc.mbx.carrier-performance@mail.mil

Receiving Activity Responsibilities

- Monitor performance of TSPs delivering to your activity
- Document and report service failures to origin
- Prepare Transportation Discrepancy Report (DD 361)
- Recommend TSP performance action



CARRIER PERFORMANCE PROGRAM



SDDC Responsibilities

- Manage and monitor program effectiveness
- Monitor TSP performance and their ability to provide service to the DOD
- Ensure regulatory compliance with SDDC Military Freight Traffic Unified Rules Publication (MFTURP-1)
- Determine when a pattern of non-use actions and/or service failures warrant further quality assurance measures, i.e., TSP Review Board (TRB)
 - Nationwide non-use
 - 30-90 days with 90-day probationary period
 - Disqualification
 - Will not exceed a period of 24-months
 - TSP disqualified for 6-months or more to re-qualify with FCRP



CARRIER PERFORMANCE FILE



Carrier Performance File

- Summary of each service failure
- Letter(s) of Concern
- Letter(s) of Warning - generally precede notice of non-use
- Letter(s) of Non-use
- Correspondence from the carrier concerning service failures
- Reinstatement letters
- Copies of properly prepared TDR(s)
- Any other correspondence



COST QUESTIONS/AUDITS



SDDC Cost Questions Program

- Provides answers to freight costing questions
- Performs pre-audits to assist in cost dispute resolutions
- Shipper or TSP can submit a cost question
- Any cost disputes between the shipper and TSP will be forwarded to SDDC for resolution
- Submit to: usarmy.scott.sddc.mbx.cost-questions@mail.mil





KEY ISSUES



- Carrier Performance
 - SPOT Bid/Negotiation Shipments
 - Trans-loading
 - Falsifying Syncada (Power Track)

- Cost Question
 - Commercial Bill of Lading (CBL) discrepancies
 - Use of the correct SPLC
 - Accepting shipments at destination
 - Transportation Facilities Guide (TFG) updates



WAY AHEAD & PROCESS IMPROVEMENTS



- Carrier Performance Module (CPM)
 - New automated system
 - CPM will provide the ability to:
 - Centrally track the number and types of carrier performance actions
 - Enable TOs to notify carriers of service violations electronically
 - Locally (installation level) flag Transportation Service Provider (TSP) tenders placed in nonuse; and have TO actions relayed back to SDDC
 - The CPM will provide oversight of all DOD carrier performance actions and ensure that all DOD surface shippers across the enterprise get the best available service from CONUS TSPs.

- Freight Carrier Registration Program
 - Annual Review
 - Open Season



CONTACT INFORMATION



- FCRP TSP Registration: usarmy.scott.sddc.mbx.carrier-registrations@mail.mil
- Carrier Performance Program: usarmy.scott.sddc.mbx.carrier-performance@mail.mil
- GOCARE - Astray Freight: usarmy.scott.sddc.mbx.go-carriers@mail.mil
- Carrier Visits: usarmy.scott.sddc.mbx.carrier-visits@mail.mil
- Cost Questions/Audits: usarmy.scott.sddc.mbx.cost-questions@mail.mil
- TRANSS: usarmy.scott.sddc.mbx.trans-shippments@mail.mil
- Office Line: 618-220-6470
- Fax Line: 618-256-6081