Military Surface Deployment and Distribution Command

Customer and Carrier Advisory
October 25, 2024
CA-24-10-25/0065

Subject: Carrier Performance and Evaluation Program (CPEP) Documentation, Communication, and Appeal Process

Purpose: To highlight processes for documentation, communication, and appeal within the CPEP.

Be Advised: The CPEP is designed to ensure Department of Defense (DoD) surface shippers get the best available service from Continental United States (CONUS) commercial cargo Transportation Service Providers (TSP). The CPEP establishes specific elements of service that are key indicators of TSP performance. It also establishes minimum levels of satisfactory performance and prescribes procedures for denial of DoD cargo shipments to any TSP that fails to provide satisfactory service.

Shipping activities will:

 a. Implement the CPEP to ensure local TSP performance is adequately monitored.

 b. Use the Carrier Performance Module (CPM) application in the Global Freight Management (GFM) system or CPM Web Services to document all service failures and non-selection incidents and to generate Letters of Warning (LOW) and non-use actions.

The primary method of reporting service failures is use of the CPM application in GFM or CPM Web Services. This application automates the incident reporting and TSP notification process for Transportation Officers (TO), has the capability to perform searches on incidents using Bill of Lading Office Codes (BLOC) and Standard Carrier Alpha Codes (SCAC), allows TOs to record and resolve incidents, and allows TSPs to view and respond to incidents recorded against them.

Non-selection ("N" code) incidents are used to document reasons why a TSP was not selected for a move and do not count against a TSP's overall performance rating. **"N" code incidents must have remarks entered by the reporter to explain and justify the reason for the non-selection (e.g., date and time TSP was contacted or attempted contact was made, name of TSP representative). This specifically applies to the use of N3, N4, and ND. For these codes, the reporter must enter a valid explanation in the "Remarks" block.** TSPs have the ability to view incident and leave remarks.

Service Failure ("F" code) codes are used to document incidents where TSPs fail to meet service elements and standards and may result in further carrier performance action by shipping activities or SDDC. **All "F" code incidents must have valid remarks entered by the reporter to explain and justify the reason for the service failure.** Remarks will paint a clear picture to shipping activities, TSPs, and SDDC of the nature of the incident, personnel involved, and specific actions that resulted in the CPM incident. Failure to justify a CPM service failure incident may

render that incident unusable towards the identification of trends or follow-on actions taken against a TSP. TSPs have the ability to view incidents and leave remarks.

Shipping activities or SDDC may resolve incidents in CPM if errors with incident recording have occurred or following a successful appeal from a TSP.

SDDC will review appeals only if the TSP has done due diligence in resolving incident issues at the local level first. If appealing to SDDC, forward the appeal to usarmy.scott.sddc.mbx.carrier-performance@army.mil.

Please note, CPM will not notify the shipping and/or receiving activity if/when a TSP enters remarks. SDDC recommends any TSP submitting a remark or comment in CPM notify the organization that documented the incident of the input.

Reference: DTR Part II, Chapter 207 Carrier Performance and Evaluation Program

POCs: For general freight questions contact SDDC G3 Freight Management Team, usarmy.scott.sddc.mbx.g3-domestic-freight-services-branch@army.mil

For carrier performance questions contact SDDC G3 Carrier Performance Program Manager, usarmy.scott.sddc.mbx.carrier-performance@army.mil

Expiration: N/A

Category: Motor