

SDDC Cost Question Program

The Cost Question Program is intended to provide shippers or carriers with answers to freight costing questions. This service may be used to assist in any cost disputes that might arise between a shipper and carrier, but does not represent any form of binding arbitration. Once SDDC receives a cost question, the following actions are performed:

- Original Rate Request is Reviewed
- Bill of Lading is Reviewed
- PowerTrack Billing is Reviewed
- Shipment is Re-Costed through the Global Freight Management (GFM) Host system
- Cost Question Requester is provided with a response to include what the actual shipment cost should be

Our goal is to provide you with the information that you need to resolve any disputes as soon as possible, but no later than 5 Government Business Days after the cost question is received. In order to submit a Cost Question to SDDC please click on the email link below and provide the following information:

Send questions to the following email address [SDDC Cost Questions](#), please include the information listed below in your email:

- Shipment Request Number (if available)
- Bill of Lading Number(s)
- POC Name and Phone Number
- GBLOCs
- Route Order #s
- Any remarks that would clarify the costing issue