

APPENDIX O

TOTAL QUALITY ASSURANCE PROGRAM (TQAP)

A. QUALITY CONTROL AND CARRIER PERFORMANCE

1. **Satisfactory Service.** Carriers must consider the satisfaction of the member/employee and the Transportation Officer (TO) to be the final gauge of the quality of service. Reports and quality control procedures specified in this appendix must be used by the TO to ensure that only those carriers providing high quality service are used.
2. **Time Frames.** All time frames, unless otherwise noted, are in calendar days.
3. **Carrier's Right to Appeal.** It is the carrier's right to appeal any action taken by a TO. In all cases, however, a carrier's appeal must be provided in writing to the responsible TO within 45 days of the action unless otherwise noted. The TO receiving an appeal must review the facts of the case, including any new evidence provided, before rendering a decision on the merits of an appeal. Carriers must provide documentary evidence to support appeals; any appeal will open the entire case for re-evaluation. All correspondence concerning appeals must be mailed to the carrier by certified mail.
4. **Correspondence.** All correspondence to/from a carrier will be handled expeditiously. All correspondence must include the Standard Carrier Alpha Code (SCAC). All items mailed to a carrier by certified mail must be responded to in a similar manner. All appeals must be submitted in writing, and responded to in writing. E-mail or fax may be used to expedite information.
5. **Shipment Inspections by the TO.**
 - a. The TO or the TO's authorized representative must inspect as many shipments as possible using 50 percent of all personal property shipments (total inbound and outbound) as a goal. Witnessed weigh and reweigh must be accomplished to the maximum extent possible based on the workload and the location of weighing/reweighing.
 - b. Inspections by the TO will be made to ensure that carriers are performing in accordance with (IAW) the terms and conditions of the Tender of Service (TOS) (Appendix B).
 - c. When requested by the origin TO or the member/employee, the destination TO must make a maximum effort to inspect a specific shipment at the destination. When requesting an inspection at the destination, the origin TO will consider the following:
 - (1) Whether or not an inspection was conducted at the origin.
 - (2) An indication of poor-quality service or TOS violations on the shipment, (which must be identified in the request for inspection).
 - (3) An indication of the member's/employee's dissatisfaction with the service provided by the carrier.

6. Carrier Performance File.
 - a. The TO must establish and maintain a carrier performance file for each carrier qualified to serve the installation. The carrier performance file must contain or make reference to the following:
 - (1) The carriers accepted Letter of Intent (LOI) with all enclosures.
 - (2) A copy of the TO's acceptance of the carrier's LOI.
 - (3) Records of inspections of the carriers facilities and equipment (DD Form 1811, Pre-Award Survey of Contractor's/Carrier's Facilities and Equipment, Figure 406-5) and DD Form 1812, Warehouse Inspection Report, Figure 402-3).
 - (4) Origin and destination records of inspections of shipments handled by the carrier.
 - (5) Reports on the carrier's performance.
 - (6) Records of investigations of complaints made against the carrier.
 - (7) Carrier's notifications of failure to meet pickups and Required Delivery Dates (RDD).
 - (8) Records of shipment reweighs.
 - (9) Copies of warning and suspension notices sent to the carrier and the carrier's replies to such notices.
 - (10) Copies of all other communications concerning the carrier's performance (including commendations).
 - b. The carrier performance file must contain records for three performance cycles (18-months), except for items (1) and (2) above, which will be retained as long as the carrier has Department of Defense (DOD) approval.
7. Performance Evaluation. The TO must periodically review each carrier's performance file but not less than semiannually. The carrier's performance must be reviewed with consideration for the provisions of the TOS, rate solicitation, and other standards for carrier performance. The TO will look for recurring deficiencies or patterns of unacceptable performance and actions will be taken to warn, suspend, or recommend disqualification.
8. Carrier Agent Review. A carrier (or carrier's designated agent) may review its own performance file. The carrier/agent must make an appointment with the TO/PPSO to view their file. The carrier will not be allowed to review the performance file or TDR of another carrier.

B. QUALITY ASSURANCE PROCEDURES

1. General.
 - a. Requirements and Standards. The TOS and rate solicitation specifies requirements of service that the carrier agrees to fulfill in the movement of DOD-sponsored personal property shipments. The provisions of Paragraph B provide guidance for the use of quality assurance

procedures for both domestic and international Through Government Bills of Lading (TGBL) shipments.

- b. **Quality Assurance Actions.** When a carrier or agent violates any provision of the TOS, rate solicitation, or commits unethical or unlawful acts, the TO must issue a Letter of Warning, a Letter of Suspension, or recommend the carrier's disqualification to HQ MTMC. The TO will take into consideration the severity of the violation; impact on the member/employee; the quality of the carrier's past performance and the actions the carrier may have taken to correct the deficiencies.

2. Nonuse Actions.

- a. **Nonuse of a Carrier Initiated by HQ MTMC/MTPP.** HQ MTMC/MTPP-PP may direct the nonuse of a carrier for a definite or indefinite period of time. Nonuse of a carrier may be directed by HQ MTMC, as a result of, but not limited to, the following:

- (1) Non-payment of debts owed to agents for services rendered.
- (2) Non-payment of debts owed to government, i.e. unpaid claims.
- (3) Overall performance.
- (4) No active Cargo Liability Insurance.
- (5) No active Domestic or International Performance Bond.

- b. **TO Nonuse Action.**

- (1) The TO IAW the provisions of this regulation may place carriers in nonuse for the following reasons:
 - (a) Disqualification of agent.
 - (b) Unsatisfactory performance.
 - (c) Agent bankruptcy, lack of containers, or other similar failure to continue to provide service.
- (2) If the reason for a nonuse is due to the acts of an agent, the agent will be disqualified, and all other carriers represented by that agent will be advised of the disqualification and placed in a nonuse status until necessary action is taken to correct the deficiencies to the satisfaction of the TO or until the carriers obtain new qualified agents. If there is more than one agent on the LOI, the carrier will not be placed in nonuse if the disqualified agent is the booking agent. The next agent listed on the LOI becomes the booking agent until the carrier designates a new booking agent or the original agent is removed from the LOI. If the agent does not provide sufficient evidence of corrective action within 45 days, the TO will notify all carriers using the affected agent of return of the LOI for all carriers represented by that agent.
- (3) No traffic will be offered to a carrier in nonuse. See Paragraph D for procedures regarding onward movement of shipments already in the pipeline. Upon satisfactory

resolution of the deficiency, the carrier will be returned to the Tonnage Distribution Report (TDR) IAW the traffic distribution procedures.

- c. Nonuse of a Carrier Due to a Strike at an Agent's Facility. When an agent's service is affected by a strike, all carriers represented will be placed in a nonuse category. At the conclusion of the strike, the carriers will be reinstated to the TDRs at the highest cumulative tonnage using the latest semiannual average shipment score.
3. Letter of Warning (LOW). A LOW, DD Form 1814, Carrier Notice of Warning/Suspension/Reinstatement/Cancellation, Figure O-1, will be issued by the TO to a carrier for unacceptable performance. The LOW must state, as a minimum, the member's/employee's name, Personal Property Government Bill of Lading/Bill of Lading (PPGBL/BL) number, and the TOS or rate solicitation paragraph number violated on each shipment(s) resulting in the LOW. A LOW will serve as notice to a carrier that if TOS violations or performance problems continue, suspension action may follow. LOWs will be prepared when a trend or a series of TOS or rate solicitation violations are noted. (See Figure O-2 for instructions on how to prepare a DD Form 1814.) It is not necessary to send one LOW for each TOS violation unless the TO believes that a single violation, if repeated, may constitute a suspension. The TO may attach the DD Form 1780, Shipment Evaluation and Inspection Record, (Figure O-3) that supports the warning. LOWs must be sent by certified mail, return receipt requested. Unless a written response is requested by the TO, carriers will not be required to respond to LOWs.
 4. Letter of Suspension.
 - a. General.
 - (1) DD Form 1814 will be used to notify the carrier of a suspension action. The letter of suspension must state the member's/employee's name, PPGBL/BL number, and the TOS or rate solicitation paragraphs violated on the shipment or shipments resulting in the suspension action. When a carrier is suspended, the suspension must apply to, as applicable, domestic household goods (HHG) shipments (Codes 1 and 2), international HHG shipments (Codes 4, 5, 6, and T), or unaccompanied baggage (UB) shipments (Codes 7, 8, and J), originating at the TO. The letter of suspension must state "Failure to provide corrective action within 90 days from the effective date of the suspension may result in return of your LOI." The TO will attach the DD Form 1780 that supports the suspension or a previous DD Form 1814 that reflects a letter of warning.
 - (2) All suspensions will remain in effect for a minimum of 30 days.
 - (3) If the TO determines that the carrier's response to a suspension is not adequate, the TO must notify the carrier in writing within 21 days of the postmark of the carrier's response that the corrective action was not acceptable and the carrier will remain in suspension status until such time as acceptable corrective action is completed.
 - (4) When a carrier fails to provide adequate evidence of effective corrective action after 90 days of the effective date of the suspension, the TO may return the carrier's LOI by certified mail. When returning an International Through PPGBL/BL (ITGBL) carrier's LOI, the TO will notify HQ MTMC/MTMC-PP. A carrier whose LOI is returned under this provision will not submit a new LOI until corrective action for the original deficiency has been accepted by the TO.

- (5) When the TO suspends a carrier, the suspension will be imposed within 30 days of notification of violation or within 30 days after the semi-annual review of the carrier's performance.
- (6) When a letter of suspension is issued, PPGBL/BLs for shipments already offered and accepted by the carrier, but not yet packed by the carrier or agent, may be canceled and retendered to another carrier.
- (7) All suspensions will run consecutively. If a carrier receives a second suspension while under a current suspension, the carrier will remain in a suspended status for the minimum 30 days required for the second suspension once the first suspension has been completed. Carriers must provide acceptable corrective action for all suspensions before they may be reinstated.
- (8) A suspension will be issued by the origin TO based on violations detected at the origin or based on the destination TO's recommendation. When a destination TO detects a flagrant violation in a shipment that requires immediate suspension, the destination TO will contact the origin TO, stating all the facts pertinent to the case. The origin TO, upon review of the facts, will take suspension action. If the origin TO disagrees with the destination TO's recommendation, the origin TO must advise the destination TO of the reasons for not taking suspension action. If the destination TO disagrees with the refusal, all facts and documents pertaining to the case will be forwarded to HQ MTMC for resolution.

b. Regular Suspensions.

- (1) A regular suspension may be imposed when a carrier repeatedly violates any provision of the TOS or other rules and regulations. As a guideline, when a carrier commits the same violation three or more times during a 180 day period, suspension action will be considered.
- (2) When the origin TO issues a regular suspension, the carrier will be afforded a period of 20 days from the signature date on the DD Form 1814 before effecting the suspension. The carrier may use this opportunity to provide compelling evidence to refute the information provided by the TO as the basis for the suspension. In the absence of such evidence, the suspension will become effective on the 21st day following the date the letter of suspension was signed. This provision serves to preclude loss of traffic to the carrier which would have otherwise been offered shipments had the suspension not been imposed. Should the carrier elect to present such evidence, determination as to whether the suspension will or will not be rescinded rests with the TO.
- (3) Ordinarily, a TO may not impose an additional suspension for the same type violation on a subsequent shipment if the pickup date of the shipment on which the same violation occurs was prior to the date of the original suspension. Additionally, origin TOs will not suspend a carrier more than once on a single shipment. However, the TO may require that corrective action apply to all violations before the carrier may be reinstated.
- (4) The following factors will be considered reasonable grounds to impose a regular suspension:
 - (a) Failure to meet the agreed upon pickup date as specified on the PPGBL/BL.

- (b) Failure to meet the RDD, or a pattern of shipments that miss the RDD.
 - (c) Failure to correct a deficiency noted in a LOW.
 - (d) Service failure as determined by excessive shipment refusals, carrier imposed embargoes, or turn back of shipments.
- c. Immediate Suspensions. An immediate suspension will be imposed when a carrier's performance on a single shipment is such that the continued participation in DOD traffic is unacceptable. An immediate suspension does not require prior issuance of a LOW. When an immediate suspension is issued, the TO will cease offering shipments to the carrier. The suspension will be effective on the signature date of the DD Form 1814 issuing the suspension. An immediate suspension will be issued for the following violations, including but not limited to:
- (1) Carrier personnel or authorized representatives being under the influence of, or using, alcohol or unlawful drugs at the member's/employee's residence.
 - (2) Carrier personnel or authorized representatives using abusive language, actions, or immoral conduct in the presence of the member/employee or the member's/employee's family.
 - (3) Carrier personnel smoking in the member's/employee's residence (without member's/employee's approval) or at any time in the moving van or container.
 - (4) Evidence of fraud on the part of the carrier's personnel or authorized representatives.
 - (5) Evidence of deliberate damage to the member's/employee's possessions.
 - (6) A member's/employee's property remaining in a carrier's origin facility on or after the RDD.
 - (7) A member's/employee's property held at the carrier's terminal facility, or being moved in local or linehaul service, where protection from the elements is not provided.
- d. Carrier Appeal of a Suspension Action.
- (1) A carrier has the right to appeal a suspension imposed by the origin TO. The appeal must be mailed directly to the origin TO and must be postmarked within 45 days from the date of the signature on the notification of suspension. TOs will use the United States (US) postmark date on the envelope from the carrier to determine if the 45-day appeal period has been met. In case of express mail, the date the appeal was released to the express company will be considered the same as an US postmark. A facsimile may be accepted to meet the 45 day appeal period, however, the response time for the TO will be based on the US postmark of the mailed appeal. The carrier's appeal must be factual, fully documented and provide evidence of why the suspension action will not be imposed.
 - (2) The TO must make every effort to resolve the appeal. The TO must either inform the carrier that the appeal is granted or provide a reason for its denial. The TO's response to the carrier's initial appeal must be forwarded not later than 45 calendar days from the

postmarked date of the carrier's letter of appeal or the carrier will be reinstated until the appeal is resolved and the carrier is provided a written response by the TO.

- (3) An appeal denied by the TO may be further appealed by the carrier to HQ MTMC. Initiation of this appeal is the responsibility of the carrier and cannot be delegated to the carrier's agent(s). The appeal must include a copy of the carrier's initial appeal to the TO, the TO response, and any other supporting documents which will assist the appellate authority in rendering a decision. HQ MTMC is the final appellate authority for suspensions. If the appellate authority does not respond within 45 days from the postmarked date of the carrier's letter of appeal, the carrier will be reinstated until the carrier is provided a written response.
 - (4) If HQ MTMC upholds the appeal, they will notify the TO to reinstate the carrier and notify the home office of the carrier of the decision. If a carrier's appeal of a suspension is upheld, the carrier must be reinstated to the TDRs at the weight held at the time the suspension was put into effect. When possible, domestic carriers will be awarded sufficient traffic to reestablish the carrier within a 40,000 lb differential. International carriers will be awarded sufficient traffic to reestablish the carrier's relative position among the same class of participants, i.e., primary or equalization. However, tonnage may not be adjusted between different rate cycles.
5. Disqualification. A carrier may be disqualified only by HQ, MTMC. Disqualification action may be taken independently by HQ MTMC, or may result from the recommendation of a TO.
- a. Recommendation for Disqualification.
 - (1) The origin TO may request disqualification when a carrier:
 - (a) Incurs three suspensions during a 180-day period.
 - (b) Fails to attain the minimum acceptable performance score for two consecutive performance periods.
 - (c) Clearly indicates their inability or unwillingness to meet their contractual agreement as specified in the TOS and/or rate solicitation.
 - (2) The TO will forward the following to document their report for disqualification to HQ MTMC.
 - (a) Chronological listing by pickup date of all shipments, HHG or UB, tendered to the carrier during the period involved. Include scores of the shipments.
 - (b) Listing of both shipment refusals and shipments accepted.
 - (c) Copies of suspensions and other supporting documents, e.g., customer satisfaction reports, letters of complaints, tracer requests, LOW.
 - (d) Copies of all correspondence to and from the carrier during the period involved.
 - (3) HQ MTMC will review each recommendation for completeness. If the documentation is incomplete, it will be returned to the TO for correction or additional data.

- (4) TOs will not normally place carriers in nonuse when recommending disqualification unless circumstances indicate lack of security, fire hazard, or deliberate damage to a member's/employee's property. Generally, the carrier may be in a suspended status prior to or concurrently with the recommendation for disqualification.
 - b. Carrier Appeal of a Disqualification. If the carrier's appeal is accepted, the carrier will be reinstated to the TDRs and will be offered sufficient tonnage, if necessary, to reestablish the carrier's relative position held when the disqualification was recommended.
6. Reinstatements. Actions which serve to preclude the award of traffic to a carrier (nonuse, suspension, traffic denial, or disqualification) are independently applied by the TO or HQ MTMC in response to a carrier's demonstrated inability to perform services IAW the TOS or other program requirements. A carrier will not be eligible to receive traffic when any of these actions have been initiated. For example, a carrier that is disqualified by HQ MTMC, and is later reinstated, will not be awarded traffic at the time the disqualification is lifted if the carrier is either in nonuse, under suspension, or traffic denial status imposed by the TO. Carriers placed in nonuse, suspension, or disqualification status are reinstated to the TDRs IAW the following procedures:
 - a. Return to TDRs of Nonuse Carriers. The term nonuse, as used within this Appendix, corresponds identically with the manner in which it is used in Paragraph B. 2. As nonuse may be imposed under differing conditions by HQ MTMC, or the TO, the following distinctions are necessary concerning the effect on a carrier's TDR standing:
 - (1) When notified by HQ MTMC of the reinstatement of a nonuse carrier, the TO must restore the carrier to the TDRs using the carrier's most recent semiannual average shipment score. HQ MTMC will specify how the carrier will be returned to the TDR.
 - (2) When nonuse imposed by the TO is lifted, the carrier is reinstated to the TDRs using the carrier's most recent semiannual average shipment score and at the highest cumulative tonnage of any carrier within the same rate group on the TDR.
 - b. Reinstatement to the TDR on Return from Suspension.
 - (1) Class 1 and 2 Rate Channel - Primary Carrier. Upon return to the TDR at the end of a suspension period, a primary carrier will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any carrier on the TDR, or at the tonnage it would have received had it not been suspended, whichever is greater. To compute tonnage the carrier would have received had it not been suspended, add up all tonnage awarded during the suspension period and multiply that total by the primary percentage for that channel. Add the result of that equation to the cumulative weight of that carrier. Compare this total with the highest cumulative tonnage of any carrier on the TDR. The cumulative tonnage for the prime carrier upon reinstatement is the greater of these two tonnages.
 - (2) Class 2 Rate Channel - Equalization Carrier. Upon return to the TDR at the end of a suspension period, an equalization carrier will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any equalization carrier on the TDR; or with a cumulative tonnage of any other participating carrier on the TDR to which traffic was awarded during the period of suspension; or in the case in which there is only one equalization carrier, the tonnage it would have received had it not been suspended,

whichever is greater. The carrier will be reinstated using the most recent average semiannual shipment score.

- (3) Class 1 and 2 Rate Channel - Other Participating Carrier. Upon return to the TDR at the end of a suspension period, other participating carriers will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any other carrier on the TDR; or with a cumulative tonnage of any other participating carrier on the TDR to which traffic was awarded during the period of suspension; or in the case in which there is only one other participating carrier, the tonnage it would have received had it not been suspended, whichever is greater. The carrier will be reinstated using the most recent average semiannual shipment score.
 - (4) Class 3 Nonincentive Rate Channel - All Carriers. Upon return to the TDR at the end of a suspension period, the carrier is reinstated to the TDRs using the carrier's most recent average semiannual shipment score and at the highest cumulative tonnage of any carrier on the TDR.
- c. Return of Carriers to the TDR after Invalidation/Return of LOI. Carriers cannot resubmit a LOI with the same agent(s) that were listed on their invalidated LOI, if the invalidation of the LOI was due to the loss of agent. Carriers that are returned to the TDR after resubmitting a new LOI are assigned an administrative score of 90. Carriers returned to the TDR in the middle of the cycle after submission of a new LOI will also receive an administrative score of 90, unless the carrier's last semi-annual evaluation scores was below a 90 (carrier will be reinstated at the last earned score). All shipments will continue to be scored, regardless of a carrier's standing at an installation, i.e., nonuse, suspension, loss of LOI, disqualification. Scores will continue to be batch mailed and semiannual scores will be sent to the carriers. The carrier will then be placed on the TDR at the beginning of the new rate cycle at the last earned semiannual score. In cases where no shipments were scored during the cycle in which the LOI was returned, the carrier retains the administrative score of 90. If a carrier lets an entire cycle go by without agency representation, he/she is not entitled to any previous earned score. Traffic denial time frames will apply regardless of LOI procedures for those carriers that will have gone into traffic denial. Such carriers will be returned to the TDR at an administrative score of 90 when the traffic denial period is over. Should the traffic denial period be for 180 days (entire six-months) and the carrier receives an updated semiannual score based on outstanding shipments scored, the carrier would be returned to the TDR at the score earned for the rate cycle.
 - d. Return to TDRs of Disqualified Carriers. When a carrier disqualification is ended, the carrier will be reinstated to the TDRs with an administrative score of 90 and at the highest cumulative tonnage of any like carrier on the TDR, unless otherwise directed by HQ MTMC.

7. Traffic Management.

- a. General. Shipments will be distributed exclusively to carriers on the lowest rate level unless the volume of traffic exceeds the capability of the low-rate carriers. When this occurs, the remaining traffic must be offered to carriers on the next and succeeding rate levels. Shipments must always, however, be offered first to the carriers in the lowest rate level before higher rate level carriers are considered unless the primary carrier is suspended, cancels its rates, is placed in nonuse, or refuses the traffic. It is necessary to apply sound traffic management judgment to tender shipments uniformly by spreading traffic over the distribution period, while not over-loading any one carrier.

- b. **Shipment Refusal.** A shipment refusal by a carrier will be considered a traffic offering, and the weight will be charged against the carrier as long as the shipment was offered at least seven days before the requested pickup date. Refusals will be noted by annotating the letter “R” in the status code column of the TDR. Refusals are shipments refused where no evidence of a particular pattern exists. Selective refusals show evidence of a continuous pattern of selectivity as to shipments accepted, or continuous refusal of shipments to specific destination areas, e.g.; carriers refuse shipments under 1,000 lbs but accept larger ones, carriers refuse shipments to a specific geographical area and accept shipments to others.
- (1) Selective, or patterned refusals by any carrier is prohibited. If a pattern is observed, the TO will initiate action. For both TGBL and ITGBL carriers, refusals of a significant number of shipments or refusals which indicate selectivity will be grounds for suspension, disqualification, and/or return of a carrier’s LOI.
 - (2) Refusals by a primary carrier within (but not exceeding) the designated share of the cumulative total of traffic allocated normally will be considered grounds for suspension.
 - (3) Equalization carriers refusing shipments offered within their residual traffic limit will be subject to suspension.
 - (4) Other participating carriers refusing shipments offered within the specific percent channel are subject to suspensions.
- c. **Embargoes.** An embargo is a declaration by a carrier temporarily suspending service by refusing to accept DOD shipments offered. Normally, embargoes are for all shipments from a specific origin location or TO area of responsibility to all destinations serviced by the carrier. Embargoes by carriers against DOD personal property shipping offices (PPSO) or shipments are not authorized in the DOD personal property movement and storage program. However, during certain periods, especially during the summer shipping season, a carrier or agent may, in the interest of traffic management, temporarily cease or reduce booking shipments from an origin location because of saturation that relates to equipment or agent capability.
- (1) Refusals due to workload saturation may be authorized. The TO may accept a letter or facsimile from a carrier or agent indicating that a temporary capability problem exists and shipment refusals during the saturation period are necessary. A TO must verify that the carrier has accepted some shipments and must evaluate the local agent capability by examining all the services provided by the carrier and local agent(s), to include domestic, international, and nontemporary storage shipments. When the TO’s review of the carrier’s or agent’s situation is determined to not warrant refusals, the TO will advise the carrier/agent in writing that the notice of saturation is being returned and the carrier will be required to provide shipment services when requested. The carrier or agent notice of saturation will include dates shipments cannot be accepted, codes of service, and other information which will assist the TO in determining when the carrier or agent will be available to accept shipment offers. Generally, the saturation period will not exceed one month at any one time.
 - (2) TOs are not required to offer shipments if the pickup dates are during the saturation period. The TO will continue to charge tonnage against the carrier on the TDR as if shipments were refused in normal operations. Shipments with pickup dates after the saturation period will continue to be offered. At the end of the saturation period, upon

request from the carrier, the TO will notify the carrier of tonnage charged during the period of saturation. The TO will retain the notice of saturation, along with the TDR.

(3) The continued refusal of shipments by a carrier that is found to have the capability to service shipments will be grounds for suspension, disqualification, and possible return of the LOI IAW the TOS.

d. Reallocating Shipments. Shipments that have been pulled/turned back within seven or less days of the pickup date are considered short-notice shipments when reallocating to the new carrier. Such shipments will not be charged against the new carrier on the TDR. Such shipments will be coded "B" on the TDR for identification and audit purposes.

C. CARRIER ASSESSMENT PROGRAM (CAP)

1. General.

a. This paragraph provides guidance and establishes procedures for collecting performance data and evaluating carrier performance. This applies to all domestic and international HHG and UB shipments moved under a PPGBL/BL.

b. Purpose. The CAP establishes standards for use by the TO in evaluating the performance of ITGBL and TGBL carriers which serve the TO and, at the same time, provides the TO a management tool to reward carriers that have proven their ability to meet those standards through continued participation in traffic distribution.

2. Carrier Evaluation.

a. General. Under CAP, the origin TO evaluates carrier performance on each shipment. Additionally, every six months the origin TO will review all shipments contained in the carrier's performance file. A carrier will be evaluated at the end of each performance period, regardless of their current status.

b. Performance Standards. The following performance standards have been established for on-time pickup, on-time delivery, and the absence of loss/damage:

| | |
|------------------------|-----------|
| On-time Pickup | 20 points |
| On-time Delivery | 40 points |
| Absence of loss/damage | 40 points |

c. Carriers failing to meet or exceed the minimum acceptable performance standard of 90 or above will be considered unsatisfactory and placed in traffic denial. Those meeting or exceeding the minimum will be considered satisfactory and will share equitably in the distribution of traffic, based on their rate level and performance score.

d. Carrier Evaluation. All shipments will be evaluated at the end of each performance period regardless of carrier status, e.g., suspension, nonuse, removal, using a combination of on-site inspections, the DD Form 1840, Joint Statement of Loss or Damage at Delivery, Figure 401-4/DD Form 1840R, Notice of Loss or Damage, Figure 401-5, and/or administrative documents available to the TO. The evaluation of carrier performance will be accomplished through two separate processes:

- (1) Scored Elements. The three elements scored are pickup, delivery, and loss/damage. These three elements, considered the most important to a move, will be the basis for determining if a carrier is satisfactory at the end of the performance period.
- (2) Nonscored Elements. All other TOS violations are evaluated separately by the TO.

e. Forms Supply. All forms used are available through normal distribution channels. The following are the primary forms used in the CAP:

- (1) DD Form 1814, Carrier Warning/Suspension/Reinstatement/Cancellation of Warning (Figure O-1)
- (2) DD Form 1780, Shipment Evaluation and Inspection Record (Figure O-3).
- (3) DD Form 2497, Carrier Evaluation Work Sheet/Report (Figure O-4).
- (4) DD Form 1840, Joint Statement of Loss or Damage at Delivery (Figure 401-4).
- (5) DD Form 1840R, Notice of Loss or Damage (Figure 401-5).

3. Shipment Evaluation.

- a. Evaluation of carrier performance begins when the origin TO offers a shipment to the local agent designated by the carrier to accept shipments on behalf of the carrier. Acceptance of the offer binds the carrier to perform IAW the general terms established by the DOD and agreed upon by the carrier in the TOS and the specific terms contained on the PPGBL/BL and the rate solicitation.
- b. The origin TO will initiate a DD Form 1780 to evaluate and provide a record of the carrier's performance on each shipment offered. The entire performance evaluation process begins with this document. All shipments will be evaluated regardless of carrier's status at the PPSO, i.e., LOI returned, disqualified.
- c. The origin TO has primary responsibility in the evaluation of carrier performance. For the origin TO to fully evaluate a shipment, there must be feedback from the destination TO. In general, the destination TO will use the DD Form 1780 and DD Form 1840R to accomplish this task. The destination TOs must be careful to complete all blocks that the origin TO must rely on to complete a shipment evaluation. Special attention must be made to Blocks 16, 17, and 19 on the DD Form 1780. It is vital that the date shipments go into storage in-transit (SIT) (Block 17) be completed. In addition, unless a DD Form 1840R has been received from the destination claims office, destination TOs will not return any destination feedback to the origin TO to be used for scoring until at least 90 days has expired since delivery of shipment to the member/employee. The carrier must ensure he/she submitted DD Form 1840 to the origin TO within 75 days from the date of delivery. If the DD Form 1840 is not

received by the origin TO/PPSO, the carrier will not be awarded points for no loss or damages. The carrier must maintain documentation regarding their timely submission of the DD Form 1840.

- d. A shipment evaluation is complete after the origin TO has determined the numerical score. All DD Forms 1780 will be batch mailed to the carrier on the 15th and the last day of the month. If the 15th and/or the last day of the month fall on a weekend or federal holiday, the batch mailing will be completed on the last workday prior to the weekend or holiday. The TO may not rescore any shipment to the detriment of the carrier once a score has been mailed to the carrier.
- e. The origin TO will maintain a suspense file on all shipments. The file arrangement will be determined at the TO level. All shipments will be scored within 12 months of the pickup date. The TO will make every effort to score shipments throughout the cycle to avoid the rush of scoring all shipments that will be included in the semi-annual evaluation scoring. If the destination information is not known (no feedback has been received from destination), the origin TO must make every attempt to contact the destination TO for delivery and/or shipment information. Such shipments may be scored with the information available. In most cases, carriers are awarded 40 points for no loss/damage. Origin TOs must ensure shipments that are scored while still in storage are flagged/marked to prevent rescoring at a later date. TOs, on a case-by-case basis, may use their discretion to score shipments in which attempts have been made to gather destination feedback without success.
 - (1) If a shipment has been overlooked at the 12-month interval, it may still be scored with the information available. Normally the carrier should identify these types of shipments during the 45-day appeal period of the DD Form 2497. Shipments identified to the TO by the carrier or discovered by the TO between 12 and 18 months of pickup date will be scored and the DD Form 1780 batch mailed IAW the TQAP. These scores will be reflected on the carrier's next semiannual evaluation score.
 - (2) Shipments that have been converted to Nontemporary Storage (NTS) or commercial storage will not require a DD Form 1840 for scoring. Destination TOs that convert shipments to NTS or commercial storage will annotate the DD Form 1780 at the time the shipment is converted and return the DD Form 1780 to the origin TO. The DD Form 1780 must still have the necessary delivery information, i.e., date shipment went into storage, so the origin TO can determine if the shipment met the RDD. Unless otherwise indicated in the file, the origin TO may score the shipment allowing full credit for no loss/damage.
 - (3) A carrier may request a score 120 days after delivery of a shipment is accomplished. The carrier must ensure the DD Form 1840 is submitted to the origin TO within 75 days from the date of delivery, before he/she requests a shipment to be scored. Origin TOs that have concerns over the status of a shipment, i.e., meeting the RDD, additional loss/damage, suspicion of TOS violations, must call the destination TO to ensure the accuracy of the information. The TO will not set up suspense dates to score shipments 120 days after the RDD of the PPGBL/BL.
 - (4) Shipments older than 18 months after the pickup date will be considered null and void and will not be scored or considered in future appeals.

4. Performance Factors.

a. On-time Pickup.

- (1) The origin TO will add 20 points to the carrier's shipment score for meeting the pickup date established and agreed to by the carrier as shown on the PPGBL/BL.
- (2) In cases where a shipment is being removed from NTS and the linehaul carrier and storage warehouseman agree to a pickup date later than originally established by the TO, and when the change is coordinated with and approved by the TO, 20 points will be awarded. Any additional time allowed under this exception for pickup from NTS for the convenience of the carrier/warehouseman will not constitute authorization for additional storage charges to the Government nor affect the assigned RDD. A carrier that fails to effect pickup as ordered will be scored as missing the pickup but normally would not be suspended.

b. On-time Delivery.

- (1) The RDD established by the origin TO as shown on the PPGBL/BL, will be the basis for determining whether or not the carrier accomplished an on-time delivery. All counselors must be aware that when establishing a RDD, the Transit Time Guide is a "guide" and the transit times listed are the "minimum" time allowed. If a carrier or designated agent accepts a shipment with a RDD less than the minimum transit time, this RDD will apply for evaluation purposes. For any shipment destined for SIT at destination, TOs will use prudent flexibility, i.e., lengthening transit times, in assigning RDDs to assist carrier efficiencies.
- (2) If a shipment is not offered for delivery on or prior to the RDD, the shipment will be considered as having not met the RDD. When the destination TO determines that the member/employee is unable to receive the shipment at the time the carrier offers the shipment for delivery, the TO will assign a control number authorizing the carrier to place the shipment in SIT.
- (3) When the carrier offers a shipment for delivery and the TO determines that the member/employee is able to receive the shipment, a SIT number will not be issued. The actual date on which the carrier delivers the shipment to the member/employee will be used to determine whether the carrier met the RDD, unless waiting time has been approved by the TO.
- (4) The TO will award the carrier 40 points for a shipment which meets the RDD. For each day the shipment is late, four points will be deducted up to a maximum of 40 points. The carrier will receive no points for a shipment 10 or more days late.

| | | | | | | | | | | | |
|----------------------------|----|----|----|----|----|----|----|----|---|---|----|
| Number of Days Late | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Points Earned | 40 | 36 | 32 | 28 | 24 | 20 | 16 | 12 | 8 | 4 | 0 |

c. Estimating Loss and/or Damage.

- (1) The completed DD Form 1840/1840R will be the primary source document used by the TO to develop an estimated dollar value as to loss and/or damage sustained to the member's/employee's property on the move. Other documentation may be used at the

discretion of the TO to estimate loss or damage and to more fully judge the ability of the carrier to meet both the needs of the member/employee and the carrier's adherence to the TOS. If the loss and or damage is based on information other than a DD Form 1840, a notation must be made in the remarks section of the DD Form 1780. For example, "Damage in the amount of \$600 derived from other than DD Form 1840." If documentation other than the DD Form 1840 is used to derive the loss and/or damage estimate, a copy of that documentation must be forwarded to the carrier with the DD Form 1780.

- (2) Where there appears to be evidence of deliberate damage to a member's/employee's property, the shipment will be scored based on the estimated loss and damage determined by the TO. In addition, when the TO determines that the damage was not caused by an unusual occurrence (as defined in the TOS), the destination TO will recommend to the origin TO that the carrier be immediately suspended.
- (3) TOs will be particularly responsive to the Service/Agency member/employee when loss and/or damage in excess of \$500 is reported. On these shipments, every effort will be made to physically inspect the shipment, considering the availability of an inspector and distance to the member's/employee's residence. While the absence of an inspection does not preclude a determination of loss and/or damage in excess of \$500, the presence of a representative from the TO to assist the member/employee also serves to more fully document the service provided by the carrier.
- (4) Upon completion of the estimate, the TO will award the carrier 40 points when the shipment is reported to have sustained no loss and/or damage. If loss and/or damage is indicated, but there is not enough information to develop an estimate of the loss/or damage, the PPSO will indicate a dollar amount of loss and/or damage under \$100 on DD Form 1780. If loss and/or damage is reported, the TO will deduct two points for loss and damage of \$1-\$500, and six points for loss and damage of \$501-\$901 from the carrier's shipment score for each \$100 increment as shown:

| | | | | | | | | | | | |
|------------------------------------|----|-------|---------|---------|---------|---------|---------|---------|---------|---------|------|
| Estimated \$ Loss or Damage | 0 | 1-100 | 101-200 | 201-300 | 301-400 | 401-500 | 501-600 | 601-700 | 701-800 | 801-900 | 900+ |
| Points Earned | 40 | 38 | 36 | 34 | 32 | 30 | 24 | 18 | 12 | 6 | 0 |

- (5) A total of 40 points will be deducted from the shipment score when loss and/or damage sustained on a shipment is estimated to be in excess of \$900. Annotation of loss/damage taken from the DD Form 1840/1840R may be made on the DD 1780 and transmitted electronically to the origin TO. To substantiate the shipment score, TOs will provide a copy of DD Form 1840/1840R to the carrier upon request. In addition, the origin TO will determine if the carrier will be suspended.
- (6) Before attempting to score the shipment, origin TOs must ensure the destination TO is allowed sufficient time (75 calendar days following shipment delivery for the member/employee to submit plus two weeks for batch mailing) to provide the DD Form 1840/1840R. If the DD Form 1840R information has not been received by the origin TO at the time the shipment is scored, the TO will compute the score with the information available and annotate the absence of the DD Form 1840R in the remarks section, "No DD Form 1840R available at the time of scoring." Without a member's/employee's feedback, no shipment will be scored until at least 90 days after shipment delivery or a DD Form 1840R has been received. A carrier's customer

satisfaction query, signed by the member/employee, is acceptable in lieu of waiting for the DD Form 1840R.

- (7) TOs must not reduce shipment scores because “Date signed”, Blocks, 14.f. and 15.f. have not been completed on the DD Form 1840 within 30 days. Failure of a carrier/agent to properly complete documentation is a TOS violation. TOs will issue a LOW. TOs will be advised that the date a shipment is delivered into SIT is the date used to determine whether a carrier will be awarded points for an on-time delivery and that the date the DD Form 1840 was signed is not relevant in measuring on-time delivery.

5. Individual Shipment Scores.

- a. If the carrier fully performed in accordance with the conditions defined in the tender of service, the DD Form 1780 will serve to confirm with the carrier that the shipment was evaluated and is satisfactory.
- b. When an inspection of the shipment is performed at the destination, the DD Form 1780 will be used to record observations of the inspector. The destination TO is responsible for returning the DD Form 1780, a copy of the DD Form 1840R, if received from the servicing claims office, and any other document necessary to score the shipment. The destination TO will complete and return the DD Form 1780 to the origin TO within 90 days after delivery to the member/employee.
- c. After receiving the DD Form 1780 information from the destination TO, the origin TO will review all information in the member’s/employee’s file and then score the shipment. The shipment will be scored based on the matrix in Figure O-3. TOs must evaluate, score, and mail the completed DD Form 1780 to the carrier within 15 days of receiving the necessary documentation from the destination TO.
 - (1) When there is evidence that the carrier failed to meet conditions of the TOS, the TO will ensure those specific violations of the TOS are identified. Any TOS violations noted will be considered as notification to the carrier of unsatisfactory performance (see Block 29 on DD Form 1780).
 - (2) When the origin TO determines that the carrier’s service was unsatisfactory, a DD Form 1814 will be prepared. The LOW or suspension will be sent by certified mail.
 - (3) Completed copies of the DD Form 1780 will be batch mailed to the carrier by first class mail on the 15th and 30th of each month. A cover sheet indicating which DD Forms 1780 are included is required on all batch mailings (may list by member’s/employee’s name, PPGBL/BL number). A copy of the completed DD Form 1780 will be maintained by the origin TO in the active portion of the carrier’s performance file.
- d. The carrier is required to submit the DD Form 1840 to the origin TO within 75 days of delivery. In the absence of a DD Form 1840, DD Form 1840R, or other supporting documentation which would indicate loss and/or damage sustained on the move, the carrier will not earn any of the 40 points possible for loss and/or damage. The carrier must maintain documentation regarding their timely submission of the DD Form 1840. If the DD Form 1840 information has not been received by the origin TO, the TO will compute the score with the information available and annotate the absence of the DD Form 1840.

6. Individual Shipment Evaluation Appeal Procedures.

- a. Carriers will be afforded the opportunity to appeal shipment scores and other TOS violations noted by the TO on the DD Form 1780. Appeals may not be made on DD Forms 1780 or 2497. Carriers must appeal each shipment score separately on company stationery. All appeal packets must be complete and include all necessary documentation for HQ MTMC to adjudicate the appeal(s).
- b. Appeal Periods. DD Forms 1780 are batch mailed to the carrier on the 15th and last day of the month, excluding weekends and federal holidays. If the 15th and/or the last day of the month fall on a weekend or federal holiday, the batch mailing will be completed on the last workday prior to the weekend or holiday. The 45-day appeal period will begin on the first day following the batch mailed postmark date. Example: The DD Form 1780 is dated 6 April, batch mailed to the carrier by the origin TO on 15 April and the envelope is postmarked 18 April. The carrier may submit an appeal to the origin TO not later than 2 June. TOs will use the US postmark date on the envelope from the carrier to determine if the 45-day calendar appeal period has been met. In case of express mail, the date the appeal was released to the express company will be considered the same as an US postmark. A facsimile may be used to meet the 45-day appeal deadline. Regardless of the postmark date, the score will be counted in the evaluation cycle it was scored.
- c. During an appeal, the shipment case will be reviewed in its entirety, allowing the score to be raised or lowered based on the results of the evaluation. Carriers will be allowed another 15 days to appeal a score that has been changed.
- d. Actual adjudicated claim data will be used if submitted by the carrier within the 45-day appeal period to the TO and will take precedence over an estimate on a DD Form 1840. This includes claims settled directly (full and final settlements only) with the member/employee by the carrier. If this information is not received by the TO in the 45-day appeal time, it will not form the basis for formulation of an appeal to HQ MTMC.
- e. Upon receipt, the TO will verify that the appeal meets the 45-day appeal period requirement, and then review all facts. Appeals will be adjudicated by the TO within 45 calendar days of receipt and the carrier notified of the decision in writing. Adjustments to the carrier's DD Form 1780 will be made by the TO, and the carrier advised, in writing, of the decision regarding the appeal. If the TO does not provide a response within 45-days of receiving the appeal, the carrier's appeal will automatically be granted. The carrier is responsible for providing proof of the original appeal and the appeal date.
- f. Grounds for appeal include, but are not limited to, the following:
 - (1) Delays in the Defense Transportation System (DTS) when sufficiently documented.
 - (2) The carrier provides compelling evidence that loss and/or damage was sustained while in the hands of the DTS.
 - (3) Acts of God, i.e., blizzards, hurricanes, typhoons, public authority, or negligence of the member/employee, and/or member's/employee's agent.
 - (4) Hostile or warlike action in the time of peace or war.

- (5) Insurrection, rebellion, revolution, civil war, usurped power, or action taken by Government authority in hindering, combating, or defending against such occurrence.
 - (6) Strikes, lockouts, labor disturbances, riots, civil commotion, acts of person or persons taking part in such occurrences or disorders.
 - (7) Inherent vice of the article or infestation by mollusks, arachnids, crustaceans, parasites or other types of pests, fumigation or decontamination when not the fault of the carrier.
 - (8) Vessel breakdown at sea.
 - (9) Adjudicated claims information.
 - (10) Mathematical and administrative errors.
 - (11) Custom delays not the fault of or caused by the carrier.
- g. If an appeal is denied by the TO, the carrier may further appeal to HQ MTMC. The carrier must submit the appeal within 45 calendar days of the date of the response of the TO's denial. TOs responding to TQAP appeals from carriers disputing a score based on missed RDD because the shipment went through the DTS are to consider Transportation Control and Movement Documents, Cargo Manifests, Automated Port Agent reports, Manifests (or facsimiles of such) that shows the release information to and from the DTS system as valid receipts when reviewing such appeals.
 - h. Shipments Detained by Customs. It is the TO's responsibility to provide the proper paperwork to the carrier prior to or at the time a shipment is picked up. Carriers moving ITGBL shipments are responsible for ensuring that proper documentation is received from the TO at the origin to prevent possible customs delay. If customs offices hold a shipment for inspection at the port of entry, the custom officials will redline the shipment. In addition, the shipment documents must be dated when it clears customs. A carrier's port agent must have a record of these dates and circumstances.
 - i. Shipment evaluations that have been appealed to HQ MTMC will be included in the semiannual evaluation of the carrier's performance until decided by the appellate authority. The appellate authority will have 45-days to adjudicate the appeal and provide both the carrier and the TO with their decision regarding the appeal. The decision of the appellate authority will be predicated on those facts presented by the carrier in the initial appeal to the TO. The decision of the appellate authority will be considered final.
7. Semiannual Evaluation Process.
- a. General.
 - (1) Formal carrier performance evaluations will be conducted every six months or more often if deemed necessary by the TO. The TO will use records contained in the "active" portion(s) of the carrier's performance file as the basis for this evaluation. A performance evaluation will be directed toward the identification of trends or repeated instances of the same or similar TOS violations.

- (2) Carriers will be evaluated separately by type of service, domestic HHG (Codes 1 and 2) international HHG (Codes 3, 4, 5, 6, and T) and UB (Codes 7, 8, and J). Each carrier will receive only one domestic HHG score, one international HHG score and one UB score from a TO regardless of areas of operation or traffic channels.
- (3) Individual shipment scores will be posted to the DD Form 2497 at the time DD Forms 1780 are mailed to the carrier. At the end of the semiannual evaluation period, the origin TO will use DD Form 2497 (or a similar document containing the same relevant information if the installation has automated data processing capability) to identify all shipments scored during the evaluation period. (See Figure O-5 for procedures to be used when preparing and distributing a DD Form 2497.)
- (4) A carrier which obtains an average shipment score of 90 or above, without regard to the number of shipments upon which the average shipment score was determined, will be afforded the continued opportunity to receive traffic for that type of service on which performance was satisfactory.
- (5) When a carrier evaluation indicates deficiencies of such magnitude that the continued participation in traffic is unacceptable, action will be taken to suspend the carrier and/or recommend carrier disqualification.

b. Base Closure/Realignment.

- (1) In cases where the gaining activity will begin operation of the TDRs at the beginning of a performance period/rate cycle, the above rules apply. Individual scores received at the closing/realigned activity and the gaining activity will be added together at the gaining activity to give the carrier one semiannual score for all shipments moved by a single carrier.
- (2) In the cases where areas are consolidated in the middle of a rate cycle, the gaining activity will maintain separate TDRs for each area until the next rate cycle begins so that the carrier's current rate and score can be maintained. At the end of the performance cycle, scores from all areas will be added together to give the carrier one semiannual score for each type of service.

c. Evaluation and Traffic Denial.

- (1) A carrier's score is calculated semiannually based on DD Forms 1780 scored during the evaluation period. The evaluation periods and effective date for the award of traffic are:

| Evaluation Period | Effective Date | Rate/Performance Cycle |
|--------------------------|-----------------------|-------------------------------|
| ITGBL: | | |
| 16 Jan-15 Jul | 1 Oct | 1 Oct- 31 Mar |
| 16 Jul-15 Jan | 1 Apr | 1 Apr- 30 Sep |
| TGBL: | | |
| 16 Feb-15 Aug | 1 Nov | 1 Nov- 30 Apr |
| 16 Aug-15 Feb | 1 May | 1 May- 31 Oct |

- (2) Carriers failing to meet the minimum semiannual shipment score of 90 will be placed on traffic denial starting at the beginning of the next rate cycle. The degree to which a carrier has been unable to meet the performance standards will determine the period of

time for which the carrier will be denied the opportunity to participate in the award of traffic from a TO, as shown:

| Semiannual Evaluation Score | Traffic Denial Period | ITGBL Reinstatement Dates | Domestic Reinstatement Dates |
|-----------------------------|-----------------------|---------------------------|------------------------------|
| 80 - 89.99 | 60 Days | 1 Dec/1 Jun | 1 Jul/1 Jan |
| 70 - 79.99 | 120 Days | 1 Feb/ 1 Aug | 1 Sep/1 Mar |
| 0 - 69.99 | Entire Rate Cycle | 1 Apr/1 Oct | 1 Nov/1 May |

- (3) Carriers placed in a traffic denial status will be returned to the individual TDRs automatically when the prescribed time of traffic denial expires. Carriers returning from traffic denial will be placed on the TDRs at an administrative score of 90 and at the highest cumulative tonnage of any other like carrier (within the rate groups) on the TDR.
- (4) An otherwise qualified carrier which did not receive a semiannual evaluation from the TO during the previous performance cycle will be deemed a “satisfactory” participant for that specific type of service, i.e., TGBL, ITGBL HHG or UB, and placed on the TDR at the new rate level. The carrier’s last semiannual score will be carried forward for the new rate cycle. For example, a carrier with a score of 91 with no shipments evaluated during the previous rate cycle would start the new rate cycle with a score of 91.
- (5) A “U” symbol will be used to identify carriers on the TDR placed in traffic denial.
- (6) The following examples show how the TO will determine whether or not a carrier will be placed in traffic denial status:
 - (a) Carrier X has an average shipment score of 91 on all UB, an average shipment score of 72 on all ITGBL HHG shipments for the period ending 15 July; and an average score of 64 on all TGBL shipments for the period ending 15 August. Carrier X has met the performance standards for UB shipments and will remain eligible to participate in codes 7, 8 and J, if otherwise qualified. Carrier X did not meet the performance standards on HHG shipments, and will be placed in a traffic denial status effective 1 October for codes 3, 4, 5, 6, and T and on 1 November for Codes 1 and 2. The carrier will be reinstated to the TDRs by the TO on 1 Feb for Codes 3, 4, 5, 6, and T with an average shipment score of 90 and on 1 May the carrier will be reinstated for Codes 1 and 2 with an average shipment score of 90.
 - (b) Carrier Z is a domestic carrier only and has an average shipment score of 83 on TGBL HHG shipments for the period ending 15 August. Carrier Z will be placed in traffic denial status effective 1 November and will be automatically reinstated on 1 January with an average shipment score of 90 at the highest cumulative tonnage. Carrier Z will then be considered eligible to receive traffic.

d. Carrier Notification.

- (1) Carriers will be advised of their average shipment score and performance status at the end of the semiannual evaluation process, but not later than 30 calendar days prior to the effective date of the following six-month rate cycle. Scores of those carriers who fall below 90 will be sent, by certified or registered mail, return receipt requested. A copy of the semiannual evaluation will be maintained in the carrier’s performance file. If the

carrier has not received their semiannual evaluation 35 calendar days prior to the effective date of the following rate cycle, the carrier should notify MTMC.

- (2) The origin TO will use the DD Form 2497 as:
 - (a) A work sheet for use in calculating the average shipment score, and to document how the average shipment score is derived.
 - (b) A management report used to monitor, review, and evaluate carrier performance.
 - (c) The means by which to advise the carrier of the results of the formal semiannual evaluation process.
 - (d) The primary worksheet for preparing the semiannual report to HQ MTMC.
- (3) If a carrier does not receive a shipment evaluation during the evaluation period, there is no requirement to prepare a DD Form 2497. A postcard or form letter may be used to notify the carrier that no shipments were evaluated and what the carry over, semiannual score will be.
- (4) TOs may substitute documentation in automated data processing format, if all the essential information required on the DD Form 2497 is included in the format the TO provides.
- (5) Carriers may request their overall ranking among carriers based on their semiannual score, i.e., 14th of 121 carriers.

8. Appeal Procedures as a Result of Semiannual Evaluation.

- a. The carrier will be afforded a period of 45 calendar days from the date on the DD Form 2497 in which to appeal the semiannual performance score. The mailing date from the TO will be determined by the postmark date. TOs will use the US postmark date on the envelope from the carrier to determine if the 45-day calendar appeal period has been met. In the case of express mail, the date the appeal was released to the express company will be considered the same as an US postmark. A facsimile may be used to meet the 45-day appeal suspense. Should the carrier elect to appeal the semiannual evaluation score, the following examples show reasonable grounds for appeal:
 - (1) The TO failed to include all shipments scored and mailed to the carrier during the evaluation period. The carrier is required to substantiate such an appeal by providing a legible copy of the DD Form 1780, which the TO may have failed to include in computing the semiannual performance evaluation.
 - (2) The TO failed to adjust the score on an individual shipment shown on DD Form 2497, as a result of a successful appeal by the carrier on that shipment. The carrier must provide documentation to clearly substantiate the appeal.
 - (3) Mathematical or administrative errors on DD Forms 1780, or listed on the DD Form 2497, or any errors on the DD Form 2497.

- (4) The carrier can show that they requested a shipment score more than 45 days before the end of the scoring period and the installation failed to include the shipment score.
- b. Carrier Appeal of a Semiannual Evaluation.
- (1) The TO must either inform the carrier that the appeal is granted, or provide a reason for its denial. The TO's response to the carrier must be forwarded not later than 45-days from the US postmark date of the carrier's letter of appeal.
 - (2) An appeal, denied by the TO, may be further appealed by the carrier to HQ MTMC. Initiation of this appeal is the responsibility of the carrier. The appeal must be factual, and must address the reasons why the TO's denial of the initial appeal was not warranted. An information copy of this appeal must be forwarded, by the carrier, to the TO. In all such cases, the decision of HQ MTMC will be final.
 - (3) If a carrier's appeal to a Carrier Evaluation Work Sheet/Report is upheld, the carrier's average shipment score and period of traffic denial (if any) will be adjusted. Further, in cases where the appeal is upheld and the resulting change in the average shipment score moves the carrier from an unsatisfactory to a satisfactory position, the carrier will be reinstated on the TDR and awarded sufficient tonnage to reestablish the carrier's relative position among other carriers on the TDR.

9. Turned Back or Pulled Back Shipments.

- a. Overbooking occurs when the carrier notifies the origin TO that the carrier is unable to service a shipment previously accepted. The carrier will be charged administrative tonnage on the TDR when the carrier turns back a shipment to the TO as a result of overbooking. If the TO must pull back a shipment and retender the shipment to another carrier, or the carrier fails to pickup the shipment on the agreed pickup date, administrative tonnage will be charged. A carrier must receive permission from the TO to turn back a shipment.
- b. A shipment that has been turned back by the carrier, seven days or less prior to the established pickup date, will be scored at an administrative score of 40 points. A shipment turned back by the carrier, after it has been packed and/or picked up by the local agent, will also receive an administrative score of 40 points. The remarks section of DD Form 1780 will contain a statement to the effect that the carrier turned the shipment back. The carrier will be charged administrative weight on the TDR.
- c. Shipments pulled back or turned back through no fault of the carrier are not scored and no tonnage is charged, i.e., member's/employee's orders have changed, shipment is bug infested. When the TO determines that shipments must be pulled back from a carrier to protect the interests of the Government, the shipments will not be scored and no tonnage charged. For example, the TO imposes an immediate suspension on a carrier and he/she has already awarded three shipments for pickup. The TO pulls back the shipments, but does not score the shipments.
- d. Repeated turn backs will be considered adequate grounds for suspension action.
- e. If it is evident that an agent is the cause for the turn back or pull back, the agent will be disqualified.

- f. Shipments that have been pulled/turned back within seven days or less of the pickup date are considered short notice shipments when being reallocated to a new carrier. Such shipments will not be charged against the new carrier on the TDR. Such shipments will be coded on the TDR, for identification and audit purposes as follows: “PG” for pullback or “TC” for turnback on automated TDRs, or “B” for manual TDRs.

10. Long Delivery Out of SIT.

- a. A carrier, having operating authority to the new destination, is obligated to forward the shipment to the new destination. Transit times, IAW this Regulation, will be used as a guide for long deliveries. Long delivery out of SIT may not be used for shipments requiring further over-ocean movement. These shipments must be terminated at the SIT facility and reshipped.
- b. Long delivery out of SIT is a shipment delivering from a destination SIT warehouse more than 30 miles from the warehouse in the domestic program; and HHG more than 50 miles, and UB more than 30 miles in the international program.
- c. The destination TO will order long deliveries out of SIT by preparing a Certificate for Delivery from Storage In Transit (SIT) (Figure 405-3). A delivery address will be obtained by the (first) destination TO before releasing any shipment out of destination SIT. If no delivery address is provided, the Certificate for Delivery from Storage In Transit (SIT) must include a statement as to how many days SIT were used and how many days SIT are authorized. The destination TO (first TO) as specified on the PPGBL/BL, will send an information copy of the Certificate for Delivery from Storage In Transit (SIT) to the origin TO to make them aware of the new destination. The first destination TO is also responsible for ensuring that the newly established destination TO (second destination TO) receives a copy of DD Form 1780, and any other pertinent information, for final destination evaluation. The second destination TO will complete the evaluation at final destination and return the necessary forms to the origin TO within 90 days of shipment delivery.
- d. The carrier will prepare a DD Form 619 (Figure 401-2) for billing purposes that must include all accessorial services incidental to the delivery of the shipment. The carrier will return the completed DD Form 619 to the TO that authorized the services. The TO will verify and sign the form, keeping one copy in the permanent shipment file, and returning the remainder to the carrier. The TO will return a copy of the DD Form 619 to the carrier within 10 working days.
- e. Scoring long delivery shipments will be based on the original PPGBL/BL or PPGBL/BL correction notice. The first destination TO, as specified on the PPGBL/BL, when issuing the Certificate for Delivery from Storage In Transit (SIT) will notify the origin TO to make them aware of the new destination. The first destination TO is responsible for ensuring that the newly established destination TO (second destination TO) receives a copy of DD Form 1780, and any other information for final destination evaluation. The second destination TO will complete the evaluation at destination and return the necessary forms to the origin TO within 90 days of delivery.
- f. A missed RDD, established on the Certificate for Delivery from Storage In Transit (SIT), will be considered a TOS violation. Points will not be deducted on the shipment score. Only one letter of warning or suspension will be issued per shipment.

D. TO ACTIONS AS A RESULT OF QUALITY ASSURANCE IMPOSED SANCTIONS

| Agent Disqualified Carrier in Nonuse | Carrier Suspension | Carrier Immediate Suspension (Letter of Warning Not Required) | Return of LOI |
|--|--|---|--|
| No further traffic will be tendered to carrier. No SIT will be authorized to the disqualified agent. | No further traffic will be tendered. | No further traffic will be tendered. | No further traffic will be tendered. |
| TO has option of retendering shipments still at origin | TO has option of retendering shipments still at origin | TO will rebook shipments still at origin unless member/employee inconvenience will occur. | TO has option of retendering shipments still at origin |
| Shipments in pipeline remain with carrier. | Shipments in pipeline remain with carrier. | Shipments in pipeline remain with carrier. | Shipments not packed will be pulled back. TO has option of terminating all shipments in the pipeline. |

E. HQ MTMC ACTIONS

| Disqualification | Removal From DOD Program/Approval Revocation <u>A</u> | Removal From DOD Program/Approval Revocation <u>B</u> |
|--|---|--|
| Unsatisfactory Performance | Carrier can complete movement of shipments. | Carrier cannot complete movement of shipments in pipeline. |
| No further traffic will be tendered. | No further traffic will be tendered. | No further traffic will be tendered. |
| TO may rebook shipments still at origin unless member/employee inconvenience will occur (unless otherwise directed by MTMC). | Rebook all shipments still at origin. | Rebook all shipments still at origin. |
| Shipments in pipeline remain with carrier (unless otherwise directed by MTMC). | Shipments in pipeline remain with carrier (unless otherwise directed by MTMC) | Terminate and retender all shipments in pipeline. |

F. SHIPMENT EVALUATION AND INSPECTION RECORD (DD FORM 1780)

1. The following procedures will be used when preparing DD Form 1780:
 - a. **BLOCK 1 - DATE.** Enter the date the form is initiated by the origin TO.
 - b. **BLOCK 2 – MEMBER’S NAME.** Enter the name and social security account number (SSAN) of the member/employee. The identification will be expressed Last Name, First Name, Middle Initial, and SSAN format, i.e. JONES, John J., 123-45-6789.
 - c. **BLOCK 3 - GRADE/RANK.** Enter the member’s/employee’s pay grade or rank. Pay grades will be expressed as E-for Enlisted Member, W-for Warrant Officers, O-for Commissioned Officers, and GS and GM-for DOD Civilians.

- d. **BLOCK 4 - COMPONENT.** Enter the member's/employee's branch of Service/Agency in the following alpha codes:
- (1) A-US Army
 - (2) F-US Air Force
 - (3) M-US Marine Corps
 - (4) N-US Navy
 - (5) P-Coast Guard
- e. **BLOCK 5 - CARRIER NAME - SCAC.** Enter the carrier's name. Use abbreviations only if the carrier's identity is maintained. On the right hand side, in upper case letters, enter the carrier's assigned Standard Carrier Alpha Code (SCAC).
- f. **BLOCK 6 - PPGBL/BL/ORDER NUMBER.** Enter the assigned PPGBL/BL number for shipments moving on a PPGBL/BL. Enter the service order number for shipments moving on a service order.
- g. **BLOCK 7 - ORIGIN TO - BLOC.** Enter the name, state, and ZIP code (or APO/FPO number) of the origin TO. Use abbreviations only if the TO's identity is maintained. On the right hand side, in upper case letters, enter the TO's assigned Bill of Lading Code (BLOC) found in the Personal Property Consignment Instruction Guide (PPCIG).
- h. **BLOCK 8 - DESTINATION TO - BLOC.** Enter the name, state, and ZIP code (or APO/FPO) of the destination TO. Use abbreviations only if the TO's identity is maintained. On the right hand side, in upper case letters, enter the TO's assigned BLOC found in the PPCIG.
- i. **BLOCK 9 - CODE OF SERVICE.** Enter the code of service by which the shipment is being made. Identify domestic shipments as "A" for interstate shipments and "B" for intrastate shipments.
- j. **BLOCK 10 - PICKUP ADDRESS.** Enter the number, street name, city, state, and ZIP code where the shipment was picked up. Use abbreviations only if the identity of the pickup address is maintained. Note the Storage Company, lot number, and storage weight if the shipment is coming out of nontemporary storage.
- k. **BLOCK 11 - DELIVERY ADDRESS.** Enter the number, street name, city, state, and ZIP code where the shipment was delivered. Use abbreviations only if the identity of the delivery address is maintained.
- l. **BLOCK 12 - PICKUP DATE.** Enter the pickup date indicated on the PPGBL/BL.
- m. **BLOCK 13 - MISSED PICKUP.** Did the shipment miss the agreed pickup date as stated on the PPGBL/BL? Enter an "X" at YES or NO.
- n. **BLOCK 14 - REQUIRED DELIVERY DATE (RDD).** Enter the RDD established by the origin TO as stated on the PPGBL/BL.

- o. **BLOCK 15 - MISSED RDD - # DAYS.** Enter an “X” at YES or NO if the shipment failed to meet the agreed RDD as stated on the PPGBL/BL. In the right hand side, indicate the number of days the shipment was delayed by counting from the 1st day after the RDD up to the actual delivery date, i.e., RDD is 3 Mar, shipment delivered 5 Mar, the shipment is delayed two days. Entry will look like this: “YES/2 DAYS”.
- p. **BLOCK 16 - ESTIMATED LOSS/DAMAGE.** Enter the member’s/employee’s estimated dollar amount for loss and/or damage incurred during the move. If no loss and/or damage occurred, enter a numeric zero. Do not leave this block blank.
- q. **BLOCK 17 - DATE IN STORAGE-IN-TRANSIT (SIT).** Enter the date the shipment went into SIT. In case of split shipments, the delivery date for SIT would be the date the final increment delivers. Serial delivery dates of split shipment increments, with piece counts will be annotated in Remarks section (Block 25) to provide an audit trail for later shipment evaluation.
- r. **BLOCK 18 - DATE OUT OF SIT.** Enter the date the shipment was delivered out of SIT.
- s. **BLOCK 19 - DELIVERY DATE.** Enter the date the shipment was delivered to the final destination/residence. In the case of split shipments, the shipment is not considered to be completely delivered until the final increment of the shipment has been delivered. If there is a split shipment, enter the date of delivery of the final increment of the shipment in this block.
- t. **BLOCK 20 - WEIGHT.** Enter the weight of the shipment if known, otherwise leave blank.
- u. **BLOCK 21 – LOSS/DAMAGE - TYPE - SOURCE.** Enter the type of loss/damage incurred by using the following alpha codes:
 - N - No loss or damage.
 - H - High value loss.
 - W - Water damage.
 - D - All damage other than water damage.
 - L - All other types of loss.

If there is both loss and damage enter the code for the category that appears to be the most predominate. Enter the data source for loss/damage by using the following alpha codes for documents used:

- D - Joint Statement of Loss or Damage at Delivery, DD Form 1840.
- C - Claims data, either a DD Form 1840R or adjudicated claim.
- X - Other Documents (DD Form 619, DD Form 1843).
- I - Inspection by TO.

- v. **BLOCK 22 - CUSTOMER SATISFACTION.** Mark box with an “X” (YES/NO or UNK for unknown) to indicate the member’s/employee’s feelings about the service provided by the carrier. The indication of customer satisfaction or dissatisfaction may be determined through the use of a local customer satisfaction report or through direct contact with the member/employee. Any indication of unsatisfactory service must be brought to the attention of the origin TO in the event corrective action may be necessary. Customer satisfaction may be annotated by either or both the origin and destination TOs.

- w. **BLOCK 23 – TENDER OF SERVICE VIOLATIONS CODE(S).** Enter Alpha codes from Block 24 for specific violations of the TOS. Do not enter TOS paragraph numbers in this Block.
 - x. **BLOCK 24 - SHIPMENT INSPECTION.** Check violations as noted. Explanations are required in the remarks section for every TOS violation checked.
 - y. **BLOCK 25 - REMARKS.** Enter the paragraph number for each TOS violation and explain the violation. Use this Block to note any information that may be important in evaluating the carrier.
 - z. **BLOCK 26 - PRINTED NAME/SIGNATURE OF ORIGIN INSPECTOR.** Print or type origin inspectors name below signature. If no inspection was performed, enter “Not inspected at origin”. Enter Date Signed.
 - aa. **BLOCK 27 - PRINTED NAME/SIGNATURE OF DESTINATION INSPECTOR.** Print or type destination inspectors name below signature. If no inspection was performed, enter “Not inspected at destination”. Enter Date Signed.
 - bb. **BLOCK 28 - PRINTED NAME/SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE.** Print or type the name of the shipping office representative below the signature. This Block must be signed when TOS violations are noted, or the score is less than 100. Scores of 100 with no violations do not need to be signed. Enter Date Signed.
 - cc. **BLOCK 29 - SHIPMENT EVALUATION.** Mark an “X” in box if shipment was satisfactory or unsatisfactory. This notifies the carrier that while this individual shipment may not warrant a LOW, it is still not up to the level of service expected. All shipments with scores under 90 must be marked unsatisfactory.
 - dd. **BLOCK 30 - SHIPMENT SCORE.** Enter the final individual shipment score. This must be done by the origin TO once the evaluation is completed.
2. **DD Form 1780 Procedures:**
- a. DD Form 1780 is the only form that will be used to evaluate and score an individual shipment.
 - b. The origin TO will prepare and provide a copy of the DD Form 1780 to the destination TO to arrive prior to the shipment RDD and establish a suspense for receipt of delivery information. Upon delivery, the destination TO will input the delivery information into the automated system, or annotate the DD Form 1780 and return a copy with the DD 1840R, if available, to the origin TO. If the origin TO has not received the delivery information by the suspense date, the origin TO will forward a duplicate copy of the DD Form 1780 to the destination TO requesting status. Suspense will be reset for the 11th month from pickup for scoring purposes. Upon receipt of the destination information, and not later than during the 11th month from pickup, the shipment evaluation will be performed.
 - c. Completed DD Form 1780 distribution procedures:
 - (1) Original to carrier.

- (2) Copy to carrier's performance file.
- (3) Distribution to local agent is optional, to be determined by each activity.
- d. At no time will copies of the DD Form 1780 be forwarded directly to HQ MTMC, on a routine basis. The DD Form 1780 will be forwarded to HQ MTMC when a single form, or series of forms, are being used as supporting documentation in requesting disqualification of a carrier.

G. APPELLATE ADDRESSES

Inquiries and appeals will be directed to the office with the area of responsibility.

Addresses:

All CONUS Activities

Commander
Headquarters, Military Traffic Management Command
Hoffman Building II, ATTN: MTMC-PP
200 Stovall Street
Alexandria, Virginia 22332-5000

Phone: Commercial: 703 428-3001/DSN: 328-3001

For installations located in Central Europe, England and the Mediterranean:

HQ USEUCOM/MTMC
598th TRANS GP
ATTN: PPO-E
Unit 30400
APO AE 09131

Phone: Commercial: 0711-680-8248/DSN: 430-8248
Phone from outside Germany: Commercial: 49-711-680-8248

For installations located in Alaska:

Directorate of Logistics
ATTN: APVR-RDL-TP
977 Davis Highway
Fort Richardson AK 99505-7000

Phone: Commercial: 907 384-1833/DSN: 317-384-1833

For installations located in the Pacific, to include Hawaii, Korea, Japan and Guam:

Commander
ATTN: MTWPA-OP-PP
599th US Army Transportation Group
Bldg 204
Schofield Barracks HI 96857-5008

Phone: Commercial: 808 656-3741/DSN: 315-456-3741

H. REPORTING PROCEDURES

1. PPSOs must forward a semi-annual report of all carrier TQAP scores for HHG and UB to HQ MTMC/MTMC-PP.
2. The purpose of the report is to provide data to HQ MTMC to determine policy issues, establish transit times, convene carrier review boards, adjust scoring and suspension policies, determine the effectiveness of quality assurance programs, and detect operational problems or trends in different rate channels.
3. The preferred method of reporting scores to HQ MTMC is electronically through the automated system. If electronic means are not available, mail is acceptable. Reports are due not later than the first day of each new rate cycle.

| | | | | |
|--|---|---|--|--|
| CARRIER NOTICE OF | | | | 1. DATE (YYYYMMDD) |
| <input type="checkbox"/> WARNING | <input type="checkbox"/> SUSPENSION | <input type="checkbox"/> REINSTATEMENT | <input type="checkbox"/> CANCELLATION | |
| 2. FROM | | 3. TO | | |
| SECTION I - SHIPMENT DATA | | | | |
| 4. PROPERTY OWNER'S NAME | 5. PPGBL | 6. PICKUP DATE (YYYYMMDD) | 7. DESTINATION | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| SECTION II - CARRIER ACTION | | | | |
| 8. | | | | |
| <input type="checkbox"/> | a. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY WARNED THAT A REPETITION OF THE TYPE OF SERVICE PROVIDED IN SECTION I ABOVE WILL SERVE AS A BASIS FOR YOUR SUSPENSION. | | | |
| <input type="checkbox"/> | b. DUE TO THE VIOLATIONS CITED BELOW, YOUR COMPANY IS SUSPENDED AT THIS ACTIVITY UNTIL PROOF OF CORRECTIVE ACTION IS PROVIDED. | | | |
| <input type="checkbox"/> | c. YOUR COMPANY WILL BE REINSTATED TO THE LIST OF CARRIERS ELIGIBLE TO SERVE THIS ACTIVITY ON THE DATE SHOWN BELOW. | | | |
| 9. TENDER OF SERVICE VIOLATIONS/REMARKS | | | | |
| | | | | |
| 10a. NAME OF PERSONAL PROPERTY SHIPPING OFFICER (Last, First, Middle Initial) | | b. SIGNATURE | | 11. EFFECTIVE DATE OF ACTION (YYYYMMDD) |
| | | | | |

DD FORM 1814, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Figure O-1. DD Form 1814, Carrier Notice of Warning/Suspension

INSTRUCTIONS

a.

- (1) The original Letter of Warning shall be forwarded to the home office of the carrier.
- (2) One copy shall be forwarded to the origin TO for placement in the carrier's performance file.
- (3) One copy for the terminal's file.

b. **Letters of Warning/Suspension Issued by the TO.** The DD Form 1814 will be distributed as follows:

(1) The original will be sent to the home office of the carrier. Letters of Warning for Suspension must be forwarded by certified mail, return receipt requested.

(2) When the action results from a recommendation by the destination TO, an information copy will be sent to the destination TO.

(3) One copy shall be retained in the carrier's performance file.

(4) One copy provided to the carrier's agent.

c. **Letters of Reinstatement/Cancellation.** After expiration of the minimum 30 day suspension period and when the TO is satisfied that the carrier has taken adequate corrective action, the TO shall issue a letter of reinstatement to advise the date reinstatement will be effective. A DD Form 1814 will be issued as soon as possible for any action that is cancelled or retracted (for example, a suspension that was successfully appealed by a carrier). An original and two copies of the letter of reinstatement or cancellation shall be prepared and distributed as follows:

(1) The original DD Form 1814 shall be forwarded to the home office of the carrier.

(2) One copy provided to the carrier's local agent.

(3) One copy shall be retained in the carrier's performance file.

DD FORM 1814 (BACK), SEP 1998

Figure O-1. DD Form 1814, Carrier Notice of Warning/Suspension (Cont'd)

**INSTRUCTIONS FOR PREPARING A DD FORM 1814, CARRIER NOTICE OF
WARNING/SUSPENSION/REINSTATEMENT/CANCELLATION**

1. Preparing the DD Form 1814.
 - a. In the title block, check type of action.
 - b. Enter the date the form is initiated by the TO.
 - c. Enter complete address of TO to include ZIP code and BLOC.
 - d. Enter complete name and address of carrier to include SCAC.
 - e. Section 1 - Shipment Data
 - (1) Enter name of personal property owner; Last, First, Middle initial.
 - (2) Enter PPGBL/BL number.
 - (3) Enter pickup date.
 - (4) Enter destination city or activity and state.
 - (5) Continue in remarks section if necessary.
 - f. Section 2 - Carrier Action
 - (1) Check box for action taken.
 - (2) When the DD Form 1814 is used as a LOW or Suspension, note all TOS violations, to include paragraph number, with explanations.
 - (3) Type or print name of TO officer.
 - (4) Signature of TO officer.
 - (5) Enter effective date of action.
2. Distribution of DD Form 1814.
 - a. LOW issued at a military air or water terminal. When issued by a military air or water terminal commander, an original and two copies of DD Form 1814 will be prepared and distributed as follows:
 - (1) The original LOW must be forwarded to the home office of the carrier.
 - (2) One copy must be forwarded to the origin TO for placement in the carrier's performance file.
 - (3) One copy for the terminals files.
 - b. LOW/suspension issued by the TO. The DD Form 1814 will be distributed as follows:
 - (1) The original will be sent to the home office of the carrier. LOW for Suspension must be forwarded by certified mail, return receipt requested.
 - (2) When the action results from a recommendation by the destination TO, an information copy will be sent to the destination TO.
 - (3) One copy must be retained in the carrier's performance file.
 - (4) One copy provided to the carrier's agent.
 - c. Letters of Reinstatement/Cancellation. After expiration of the minimum 30 day suspension period and when the TO is satisfied that the carrier has taken adequate corrective action, the TO will issue a letter of reinstatement to advise the date reinstatement will be effective. A DD Form 1814 will be issued as soon as possible for any action that is canceled or retracted (for example, a suspension that was successfully appealed by a carrier). An original and two copies of the letter of reinstatement or cancellation will be prepared and distributed as follows:
 - (1) The original DD Form 1814 will be forwarded to the home office of the carrier.
 - (2) One copy provided to the carrier's local agent.
 - (3) One copy must be retained in the carrier's performance file.

**Figure O-2. Instructions for Preparing a DD Form 1814, Carrier Notice of
Warning/Suspension/Reinstatement/Cancellation**

| SHIPMENT EVALUATION AND INSPECTION RECORD | | | | 1. DATE (YYYYMMDD) | REPORT CONTROL SYMBOL | |
|--|---|---|--|--|---|------------|
| 2. MEMBER'S NAME (Last, First, Middle Initial) | | 3. GRADE/ RANK | 4. COMPONENT | 5. CARRIER NAME | SCAC | |
| 6. PPGBL/ORDER NUMBER | 7. ORIGIN PPSO | | GBLOC | 8. DESTINATION PPSO | GBLOC | |
| 9. CODE OF SERVICE | | | | | | |
| 10. PICKUP ADDRESS <i>(Street, City, State and ZIP Code)</i> | | | 11. DELIVERY ADDRESS <i>(Street, City, State and ZIP Code)</i> | | | |
| 12. PICKUP DATE (YYYYMMDD) | | 13. MISSED PICKUP (X one) YES <input type="checkbox"/> NO <input type="checkbox"/> | 14. REQUIRED DELIVERY DATE (RDD) (YYYYMMDD) | 15. MISSED RDD (X one) YES <i>(No. of days)</i> <input type="checkbox"/> NO <input type="checkbox"/> | 16. ESTIMATED LOSS/ DAMAGE | |
| 17. DATE IN STORAGE-IN- TRANSIT (SIT) (YYYYMMDD) | | 18. DATE OUT OF SIT (YYYYMMDD) | | 19. DELIVERY DATE (YYYYMMDD) | | 20. WEIGHT |
| 21. LOSS/DAMAGE <i>(if applicable)</i> | | | 22. CUSTOMER SATISFACTION (X one) | | 23. TENDER OF SERVICE VIOLATIONS CODE(S) | |
| a. TYPE | | b. SOURCE | | YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN <input type="checkbox"/> | | |
| 24. SHIPMENT INSPECTION <i>(Explain all marked Tender of Service (T/S) Violations in Remarks.)</i> | | | | | | |
| (X) T/S CODE | VIOLATION | | | (X) T/S CODE | VIOLATION | |
| A | FAILED TO PERFORM PREMOVE SURVEY <i>(if applicable)</i> | | | N | FAILED TO PROVIDE REQUIRED DOCUMENTS TO MEMBER | |
| B | IMPROPERLY PACKED/LOADED SHIPMENT | | | O | FAILED TO UNPACK/REASSEMBLE | |
| C | IMPROPER/INADEQUATE PACKING MATERIAL | | | P | FAILED TO COMPLY WITH SIT REQUIREMENTS | |
| D | PREPARED INVENTORY IMPROPERLY | | | Q | CONTAINERS NOT PROPERLY MARKED | |
| E | PREPARED DD819/DD1840 IMPROPERLY | | | R | FAILED TO PROTECT CONTAINERS FROM WEATHER | |
| F | USED UNQUALIFIED PERSONNEL | | | S | FAILED TO PACK, WEIGH AND ENTER PP&E ON INVENTORY/PPGBL | |
| G | IMPROPERLY SERVICED/DESERVICED APPLIANCES | | | T | FAILED TO REPORT SHIPMENT IN WEEKLY REPORT | |
| H | FOLDED/FAILED TO PROPERLY ROLL RUG(S) | | | U | UB/HHG CONTAINERS FAILED TO MEET SPECIFICATIONS | |
| I | FAILED TO RECORD LOSS/DAMAGE | | | V | FAILED TO NOTIFY PPSO OF INABILITY TO MEET RDD | |
| J | FAILED TO WEIGH SHIPMENT AS PRESCRIBED BY ICC | | | W | FAILED TO TRACE WITHIN 24/48 HOURS <i>(As applicable)</i> | |
| K | FAILED TO REMOVE PACKING MATERIALS/DEBRIS | | | X | FAILED TO NOTIFY PPSO OF ARRIVAL/DELIVERY | |
| L | FAILED TO REWEIGH WHEN REQUESTED | | | Y | FAILED TO CONTAINERIZE AT RESIDENCE | |
| M | FAILED TO PROVIDE REQUIRED DOCUMENTS TO PPSO | | | Z | OTHER <i>(See Remarks)</i> | |
| 25. REMARKS | | | | | | |
| 26. PRINTED NAME/SIGNATURE OF ORIGIN INSPECTOR | | | DATE SIGNED | | 29. SHIPMENT EVALUATION (X one) | |
| 27. PRINTED NAME/SIGNATURE OF DESTINATION INSPECTOR | | | DATE SIGNED | | SATISFACTORY <input type="checkbox"/> | |
| 28. PRINTED NAME/SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE | | | DATE SIGNED | | UNSATISFACTORY <input type="checkbox"/> | |
| | | | | | 30. SHIPMENT SCORE | |

DD FORM 1780, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Figure O-3. DD Form 1780, Shipment Evaluation and Inspection

MATRIX FOR SCORING INDIVIDUAL SHIPMENTS

The following table assumes that the carrier has earned 20 points for meeting the pickup date specified on the PPGBL. If the carrier missed the pickup date, 20 points should be deducted from the shipment score shown on the matrix.

| DAYS LATE | ESTIMATED \$ LOSS/DAMAGE | | | | | | | | | | |
|-----------|--------------------------|-------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------|
| | \$0 | \$1 - \$100 | \$101 - \$200 | \$201 - \$300 | \$301 - \$400 | \$401 - \$500 | \$501 - \$600 | \$601 - \$700 | \$701 - \$800 | \$801 - \$900 | Over \$900 |
| 0 | 100 | 98 | 96 | 94 | 92 | 90 | 84 | 78 | 72 | 66 | 60 |
| 1 | 96 | 94 | 92 | 90 | 88 | 86 | 80 | 74 | 68 | 62 | 56 |
| 2 | 92 | 90 | 88 | 86 | 84 | 82 | 76 | 70 | 64 | 58 | 52 |
| 3 | 88 | 86 | 84 | 82 | 80 | 78 | 72 | 66 | 60 | 54 | 48 |
| 4 | 84 | 82 | 80 | 78 | 76 | 74 | 68 | 62 | 56 | 50 | 44 |
| 5 | 80 | 78 | 76 | 74 | 72 | 70 | 64 | 58 | 52 | 46 | 40 |
| 6 | 76 | 74 | 72 | 70 | 68 | 66 | 60 | 54 | 48 | 42 | 36 |
| 7 | 72 | 70 | 68 | 66 | 64 | 62 | 56 | 50 | 44 | 38 | 32 |
| 8 | 68 | 66 | 64 | 62 | 60 | 58 | 52 | 46 | 40 | 34 | 28 |
| 9 | 64 | 62 | 60 | 58 | 56 | 54 | 48 | 42 | 36 | 30 | 24 |
| 10+ | 60 | 58 | 56 | 54 | 52 | 50 | 44 | 38 | 32 | 26 | 20 |

DD FORM 1780 (BACK), SEP 1998

Figure O-3. DD Form 1780, Shipment Evaluation and Inspection (Cont'd)

CARRIER EVALUATION WORKSHEET/REPORT (DD FORM 2497)

The following procedures will be used when preparing and distributing a DD Form 2497:

1. **NAME OF CARRIER and SCAC.** Enter the carrier's name and the carrier's Standard Carrier Alpha Code (SCAC), in upper case letters.
2. **TYPE.** Check either ITGBL for international shipments or TGBL for domestic shipments.
3. **PERIOD COVERED.** Enter dates.
4. **SERVICE.** Check either UB for unaccompanied baggage (Codes J, 7, 8), or HHG for household goods (Codes 3, 4, 5, 6, T, or 1, 2,).
5. **NAME OF ORIGIN SHIPPING OFFICE.** Enter the name, state, and ZIP code (or APO/FPO number in the clear when authorized) of the preparing TO. Abbreviation is authorized as long as the identity of the activity is maintained. Enter the Bill of Lading Code (BLOC) for the origin, in upper case letters, in the upper right hand corner of this Block.
6. **NAME OF PROPERTY OWNER.** Enter the name of the member/employee expressed in last name, first name, and middle initial format. For example, Smith, Sally S.
7. **SHIPMENT PICKUP DATE.** Enter the date the shipment was picked up at origin.
8. **PPGBL/BL NUMBER.** Enter the number of the PPGBL/BL in the Block provided. For shipments moving on a service order, enter the service order number.
9. **SHIPMENT EVALUATION.**
 - a. **PICKUP.** Enter "Yes" if shipment met its scheduled pick up date, and "No" if it did not.
 - b. **RDD.** Enter number of days shipment was late. If shipment was on time, enter a numeric "zero".
 - c. **L/D.** Enter estimated amount of loss and/or damage.
 - d. If a shipment is being scored as a turnback or pullback, enter either "turnback" or "pullback" across 9 a, b and c.
10. **POINTS.** Enter the individual numerical shipment score. Total the number of points for each individual page at the bottom of column 10 under "Total Points This Page". NOTE: Continue on subsequent pages as necessary. Ensure that continuation pages are numbered, i.e., Page __ of __, in the space provided at the top of the form. After recording the data for all DD Forms 1780 contained in the carrier's performance file for the performance period enter, "Last Shipment Entry" on the next line after the last entry.
11. **NUMBER OF SHIPMENTS SCORED.** Once the evaluation period is over, enter the total number of shipments scored.
12. **AVERAGE SHIPMENT SCORE.** Enter the carrier's score for the evaluation period. To derive the average shipment score, add together all the scores in column 10, (Points), and divide by the total number of shipments in Column 11, (NUMBER OF SHIPMENTS SCORED). Scores will not be rounded. Scores will be recorded to the second decimal place, for example, 91.79 or 99.99.
13. **CARRIER STATUS.** If the average shipment score is 90 or above, mark satisfactory; if 89.99 or below, mark unsatisfactory
14. **NAME OF TO.** Self explanatory.
 - a. **SIGNATURE OF TO.** Self explanatory.
 - b. **DATE.** This will be the same date the form is mailed to the carrier.
15. **NUMBER OF SUSPENSIONS.** Show total number of regular and/or immediate suspensions for the carrier imposed during the period covered.
16. **TRAFFIC DENIAL PERIOD.** If carrier status is unsatisfactory, enter traffic denial period in number of days, for example 60 days or 120 days.
17. **REINSTATEMENT DATE.** Enter the date the carrier will be reinstated to the TDRs.

Figure O-5. Instructions for Completing a Carrier Evaluation Worksheet/Report (DD Form 2497)