

EXCHANGE

ARMY & AIR FORCE EXCHANGE SERVICE

CARRIER COMPLIANCE PROGRAM

CARRIER COMPLIANCE PROGRAM identifies costs incurred from carriers not complying with delivery and invoicing instructions. The Carrier Compliance Program is implemented to recover expenses caused by carriers' non-compliance for delivery and invoicing. Distribution Centers and Freight Bill Auditors will submit data for the purpose of recovering costs incurred by carrier non-conformance. The Exchange will charge the carrier for any costs incurred because of non-conformance. Non-conformance may include but is not limited to the compliance violations listed below. In the event carriers require additional information, the Exchange contact information is provided on each claim.

TAMS Rate Code	Description	Rate Description	Rate	AAFES cost
CC.0	Carrier Compliance Base/Administrative Fee			\$221
The base fee will apply to every claim				
DELIVERY COMPLIANCE				
	Scheduled Appointment Late/Missed			\$250-\$500
CCD.1	Carrier 60-119 minutes late for scheduled delivery appointment- detention is waived	per Load	Flat	\$250
CCD.2	Carrier 120+ minutes late for scheduled delivery appointment- detention is waived	per Load	Flat	\$350
CCD.3	Carrier was a "No Show" for scheduled delivery appointment	per Load	Flat	\$500
CCD.4	No Scheduled Appointment If Distribution Center can accommodate the load, detention is waived	per PO	\$50	calc.
CCD.5	Mixed Freight Loaded By Carrier DCs may have multiple delivery addresses. Freight must be separated prior to delivery	per PO	\$50	calc.
CCD.6	Unscheduled Freight Purchase order was not part of the scheduled delivery	per PO	\$50	calc.
CCD.7	Missing/Incomplete Paperwork Paperwork for each PO must be provided by the carrier	per PO	\$50	calc.

CCD.8	Split Shipment	per PO	\$50	calc.
	POs were split into multiple loads by carrier			
CCD.9	Inaccurate Case Count	per case/pallet	\$50	calc.
	Tolerance of greater or less than 20% of case/pallet count on paperwork			
CCD.10	Unbraced Load/Load Heavy Merchandise on Light	per pallet	\$50	calc.
	Merchandise toppled resulting in extra unloading time. Detention waived			
CCD.11	Trailer Unsealed, Broken Seal or Seal # Doesn't Match Paperwork	per trailer		Flat
CCD.12	Driver Does Not Have Valid Credentials	per trailer		Flat
	Driver turned away at the gate. Same as "no show"			
CCD.13	OSHA Regulations Not Followed on HAZMAT Delivery	per trailer	\$150	Flat
CCD.14	LTL late/NO SHOW for scheduled appointment	Flat	Flat	Flat

INVOICING COMPLIANCE

CCI.1	10 digit Exchange Purchase Order(s) missing or inaccurately recorded	per PO	\$25	calc.
CCI.2	OTM Shipper Reference ID# inaccurately recorded or missing on invoice	per invoice	\$25	\$25
CCI.3	Consignor/Consignee address not listed accurately on invoice	per invoice	\$25	max \$50
CCI.4	Line haul not calculated per tender (Truck load shipments)	per invoice		\$25
	the expenses that occurred on haulage were not calculated using the amounts listed on tender, EX using wrong rate per mile			
CCI.5	Fuel amount not calculated correctly per AAFES Monthly Fuel Surcharge percentage	per invoice		\$25
CCI.6	Unauthorized accessorial recorded or miscalculated on Invoice	per accessorial	\$25	calc.
	example: if re-weigh fee is (WAIVED) cannot charge re-weigh fee but can charge for extra weight, 3 stops and charged for 6, LTL line haul/base incorrect			
CCI.7	Inaccurate or missing load weight recorded on invoice	per invoice		\$25

If the vendor is not providing an accurate weight (usually not including pallet weight) then it's a VNC not a CC. standard pallet 35-40 lbs / chep pallet - 60 lbs

CCI.8	Incorrect commodity classification used to calculate line haul	per invoice		\$25
CCI.9	Incorrect payment terms or "bill to" address recorded on invoice	per invoice		\$25
CCI.10	BOL and delivery receipt not signed/provided with invoice to include supplemental pages and reweigh certificate(if necessary)	per doc.	\$25	calc.
CCI.11	Orders consolidated by OTM must be shipped on one invoice	per PO	\$25	calc.
CCI.12	Signed Driver work orders/trip sheet not provided with paperwork for PORT load	per load		\$25
CCI.13	Driver stop off not signed by authorized Exchange Agent on PORT load	per stop	\$25	calc.
CCI.14	Events statuses not updated in OTM causing invoice to fail	per ship ID	\$25	calc.
A Letter or Email of Authorization(LOA) is required for the following accessorial fees. Failure to provide with paperwork may result in refusal to pay and a \$25 fee assessed per violation. Syncada carriers must attach the LOA.		per doc.	\$25	each
CCI.15	Truck ordered not used (TONU maximum allotted \$150)		\$25	
CCI.16	Spot Bid Recorded and verified in OTM		\$25	
CCI.17	Detention origin or destination. DR or BOL stamped and signed with times in and out. See tender for maximum.		\$25	
CCI.18	Redelivery		\$25	
CCI.19	Reconsignment		\$25	
CCI.20	Trailer Repairs		\$25	
CCI.21	Storage Fees		\$25	

CCI.22	Dry Run (maximum allotted \$150)		\$25	
CCI.23	Layover (maximum allotted \$150)		\$25	
<p>The BOL and Delivery Receipt submitted must be signed and dated by an authorized Exchange agent for the following accessorial fees. Failure to provide with the original paperwork may result in refusal to pay or a \$25 fee assessed per missing signature. Syncada carriers must attach the signed document.</p>		per signature	\$25	each
CCI.24	Driver Assist (marked "yes" on the DC stamp and signed by an Exchange agent)		\$25	
CCI.25	Inside delivery (waived on tender. Exception only: Must be authorized by Exchange Agent) Base facilities only		\$25	
CCI.26	Lift Gate (Exception only: Must be authorized by Exchange Agent) Base facilities only		\$25	
CCI.27	Limited Access Delivery (waived on tender. Exception only: Must be authorized by Exchange Agent) Base facilities only		\$25	
CCI.28	Sort and Segregate (The Exchange will only pay what the driver actually assisted with and must be tallied and signed by an authorized Exchange agent on the DR. The Exchange will not pay the driver for the full receipt unless authorized.) Actual # of cases driver assisted with. Don't sign for full load unless the driver downstacked everything themselves. without assistance from a receiving associate.		\$25	
SYNCADA				
CCI.29	E-bills must be linked to the original invoice when loading in Syncada	per E-Bill	\$25	calc.
OTM				
CCI.30	Load rejected outside the 24 hr allotted window after acceptance	per load	\$150	flat
CCI.31	Failure to submit an invoice in OTM for an OTM tendered shipment	per shipment	\$25	flat
CCI.32	Non OTM tendered shipment invoiced in OTM	per shipment	\$25	flat
CCI.33	Failure to contact ServiceNow/Transportation to be removed from an OTM load	per shipment	\$25	flat

	<p>1. The carrier should open a case in ServiceNow (with the TMS Team), by sending an email to the Group Email: LGTserv@aafes.com or If the carrier has created a login to the ServiceNow portal, they may open a case directly in the portal. Either way the TMS TEAM (Planner) will address the issue.</p> <p>2. Keep the emails and case number so that if you are charged a CARRIER COMPLIANCE claim CCI.14/ Pick up/Delivery status not updated in OTM. You will need these emails to dispute the charge.</p>			
CCI.34	Awarded spot bid not invoiced as one line all in causing invoice to fail in OTM	per spot bid	\$25	flat
CCI.35	Fuel not broken out on the invoice as a separate accessorial fee in OTM	per shipment	\$25	flat
CCI.36	Carrier stamp covering required information on the vendor bill of lading	per BOL	\$25	flat
MISC.				
CCI.37	Miscellaneous invoicing violation. Details provided at filing.	per violation	\$25	flat
	<p>1. Carrier continuously requesting to delete EVENT STATUS in OTM so that the carrier can re-enter</p> <p>2. FBA ONBOARDING Fact Sheet - Monthly Aging Report is due by the 15th of each month</p> <p>3. Line items not correctly invoiced in OTM example - DISCOUNT LINE IS MISSING</p>			
EDI COMPLIANCE				
CCE.1	EDI Infraction-Missing Segment	per seg.	\$25	calc.