



CARRIER COMPLIANCE PROGRAM OVERVIEW

General Information

1. **Federal Installation** – Please note that the Exchange Distribution Centers and Facilities are federal installations and may be subject to the same regulations as other federal installations.
2. **Free time** - Carrier free time will begin when the trailer is positioned at the receiving door and is unsealed and opened. Carriers will permit three (3) hours of free time for all deliveries.
 - a. After 3 hours, detention can be charged in 15-minute increments at a rate of \$50 per hour.
3. **Appointment Scheduling Window** - The Exchange Distribution Centers schedule appointments

Distribution Center	Phone #	Fax #	Email Address
Dan Daniel DC	757-888-2850	757-888-2897	zzLGDDDCReceivingOffice@aafes.com
DDDC -Distro	757-888-2803	757-888-2907	zzLGDDDCDistroOffice@aafes.com
Fashions DC	757-888-2849	757-888-2912	ZZLGFDFFASST@aafes.com
Waco DC	254-666-8540	N/A	ZZLGWADCRECAPPT@aafes.com
	254-666-8543		
West Coast DC	209-234-3735	209-234-3735	zzLGWCDRecAppts@aafes.com

72 hours in advance. Accommodations for earlier appointments can be made based on capacity.

4. **Federal Holiday Closure** – Exchange Distribution Centers are closed on Federal Holidays.
 - a. New Year's Day
 - b. Martin Luther King, Jr. Day
 - c. Presidents' Day
 - d. Memorial Day
 - e. Juneteenth
 - f. Independence Day
 - g. Labor Day
 - h. Columbus Day
 - i. Veterans' Day
 - j. Thanksgiving Day
 - k. Christmas Day

5. **Hours of Receiving Operation** – The Exchange Distribution Centers receiving hours of operation will be as follows. Please note: Delivery appointments on Saturday, Sunday and after hours are exception only during contingency recovery operations or at the discretion of the Distribution Center. Hours of operation are subject to change.
- a. **Early morning appointments**-Carriers must note that many appointments are scheduled for the first available delivery appointment time in the morning. Carriers are encouraged to arrive 15-30 minutes prior to their scheduled appointment as they may be subject to a wait time at the vehicle control gate (VCG) entrance. Please check with your Exchange Distribution Center at the time of scheduling to determine what time the VCG will allow access.

Distribution Center	Monday	Tuesday	Wednesday	Thursday	Friday
Dan Daniel DC	7:00 am / 2:00 pm	7:00 am / 2:00 pm	7:00 am / 2:00 pm	7:00 am / 2:00 pm	7:00 am / 2:00 pm
DDDC - Distro	7:00 am / 2:00 pm	7:00 am / 2:00 pm	7:00 am / 2:00 pm	7:00 am / 2:00 pm	7:00 am / 2:00 pm
Fashions DC	7:00 am/ 2:00 pm	7:00 am/ 2:00 pm	7:00 am/ 2:00 pm	7:00 am/ 2:00 pm	7:00 am/ 2:00 pm
Waco DC	6:30 am / 2:00 pm	6:30 am / 2:00 pm	6:30 am / 2:00 pm	6:30 am / 2:00 pm	6:30 am / 2:00 pm
West Coast DC	7:00 am / 3:30 pm	7:00 am / 3:30 pm	7:00 am / 3:30 pm	7:00 am / 3:30 pm	7:00 am / 3:30 pm

Exchange base facility receiving hours of operation are posted at each location. Deliveries should be made only during posted hours unless accommodations are made with the individual facility.

6. **Break Periods** – The Exchange Distribution Centers have three breaks during their normal hours of the receiving operation. These consist of a 15 minute morning break, a 30 to 60 minute lunch break, and a 15 minute afternoon break. During these times, drivers may be required to depart the dock. Detention will not be compensated during these break periods which are outlined below:

Distribution Center	Morning Break (15 Minutes)	Lunch Break (30 Minutes unless otherwise listed*)	Afternoon Break (15 Minutes)
Dan Daniel DC	8:30 a.m.	11:00 -12:00	1:30 p.m.
DDD Distro Office	8:30 a.m.	10:30 -11:30	1:30 p.m.
Fashions DC	8:30 a.m.	10:30-11:30	1:30 p.m.
Waco DC	8:30 a.m.	11:00 a.m.	1:30 p.m.
West Coast DC	9:00 a.m.	11:30 a.m.	2:00 p.m.

7. **Limited Appointments** – Each Exchange Distribution Center may determine a single day weekly where appointments for commercial carriers will be limited. Those days are as follows and are subject to change:
- a. **Dan Daniel DC – Monday**

b. Waco DC – Friday

c. West Coast DC - N/A

8. **Accepting Deliveries After Appointment Times** - A carrier that arrives late for a scheduled delivery appointment and prefers not to reschedule will be given priority for offloading only after the scheduled appointments are received, provided time is available before the close of business and at the discretion of the receiving facility. Those carriers waive their right to any detention fees and their receiving documents will be annotated acknowledging this. Compliance fees may apply as outlined below.
9. **Case/Pallet Count** – A carrier must provide accurate purchase orders numbers, case count and pallet count at the time the appointment is scheduled. If changes are required, they can be made up to 24 hours prior to the appointment time by contacting the receiving office. Accurate scheduling of loads is critical for documentation preparation and workflow. Compliance fees may apply as outlined below.

Compliance Fees:

10. **Administrative Fee (CC.0)** – In addition to the fees listed below, the Exchange will include a one-time administrative processing fee of \$221 assessed against the carrier for each delivery or invoicing violation.
11. **Maximum Compliance Fee** – The Exchange will assess a maximum fee for delivery non-compliance at \$500 excluding the \$221 administrative fee per delivery.
12. **Late Deliveries** - Late deliveries are any delivery that arrives at the Exchange Distribution Center receiving office check-in point 60 minutes past their scheduled delivery time due to anything other than an “Act of God”. Carrier should contact the receiving facility as soon as possible to inform them if they are going to be late or want to reschedule. Detention will be waived, and noncompliance fees may be assessed as follows:
 - a. **(CCD.1)** A carrier that is 61-119 minutes late for a scheduled delivery appointment may be assessed a fee of \$250 and may be asked to reschedule.
 - b. **(CCD.2)** A carrier that is 120+ minutes late for a scheduled delivery appointment may be assessed a fee of \$350 and may be asked to reschedule.
 - c. **(CCD.3)** A scheduled delivery that is a “no show” may be assessed a fee of \$500.
 - d. **(CCD.14)** An admin fee may be assessed per broker for a late or missed scheduled LTL delivery.
13. **No Scheduled Appointment (CCD.4)** – If a carrier arrives at the distribution center without a scheduled delivery appointment and the distribution center is able to accommodate the carrier without an appointment, the carrier will acknowledge the wait may be longer than normal and waive any detention fees for delays in receipt of the product and a fee of \$50 per purchase order may be assessed.
14. **Mixed Freight (CCD.5)** – Some Exchange Distribution Centers have more than one physical address denoting separate delivery locations. The distribution center will charge a fee of \$50 for each purchase order that is delivered to the incorrect delivery location provided the vendor BOL is accurate. The carrier must separate the purchase orders for each address and load the trailer accordingly or load each address on separate trailers. The receiving office should be informed at the time the appointment is scheduled how the trailer is sequenced. (Nose, middle, tail)

15. **Unscheduled Freight (CCD.6)** – The Exchange Facility may charge carriers \$50 for each purchase order that is not scheduled in advance. Accurate scheduling of loads is critical to the preparation of documentation to receive the product. (see CCD.4)
16. **Missing/Incomplete/Illegible Paperwork (CCD.7)** – The Exchange Facility may charge the carrier \$50 for each purchase order that paperwork is not provided at the time of delivery. Paperwork must be legible. Paperwork should include a signed BOL, supplemental sheets if notated on the BOL and a delivery receipt signed by the carrier and Exchange agent.
17. **Split Shipment (CCD.8)** – The Exchange may charge the carrier a fee of \$50 per PO if a shipment that was routed complete was split, provided the vendor BOL is accurate.
18. **Inaccurate Case Count (CCD.9)** - The Exchange Facility may charge the carrier a fee of \$50 for any case or pallet count that is inaccurate with a tolerance of 20% greater or less than the actual case or pallet count, provided the vendor BOL is accurate.
19. **Unbraced Load/Heavy Merchandise on Top of Light (CCD.10)** – The Exchange Facility may charge the carrier \$50 per pallet for merchandise that has toppled or is damaged resulting in extra offloading time due to negligence in loading on the carrier's part.
20. **Trailer Unsealed, Broken or Unmatched (CCD.11)** - Carrier may be charged a \$100 fee if the trailer seal is missing, broken or doesn't match the seal # recorded on the paperwork.
21. **Driver does not have Valid Credentials (CCD.12)** - Carrier turned away at gate and may be charged a \$500 fee, same as a no show.
22. **OSHA Regulations not followed on Hazmat Delivery (CCD.13)** – Carrier may be charged a \$150 fee.
23. **LTL late/NO SHOW for scheduled appointment (CCD.14)** – Carrier may be charged a \$221 flat fee.
24. **Invoicing Compliance** –The Exchange Freight Bill Audit Department may charge the carrier a fee of \$25 per each invoice billing violation not to exceed \$250 per invoice. Violations include but are not limited to-
 - a) **(CCI.1)The 10-digit Exchange PO must be accurately recorded on the paper invoice provided it is clearly listed on the vendor BOL.**
 - b) **(CCI.2)For orders processing through OTM but being paper billed, the complete Exchange shipper ID # must be accurately recorded on the invoice provided it is clearly listed on the vendor BOL.**
 - c) **(CCI.3)The consigner and consignee addresses must be correctly recorded on the invoice provided they are clearly listed on the vendor BOL.**
 - d) **(CCI.4, CCI.5, CCI.6)Line haul, fuel surcharge or accessorial fees listed on the invoice must be consistent with the carrier tender on file.**
 - e) **(CCI.7)Correct load weight must be recorded on the invoice. Reweigh documentation must be included if the invoice weight doesn't match the vendor BOL weight resulting in the invoice manually billing or a vendor merchandise audit.**
 - f) **(CCI.8)Invoice must be billed at the correct class. The Exchange uses class 50.**
 - g) **(CCI.9)Incorrect payment terms listed on the invoice provided the vendor BOL is marked correctly.**
 - h) **(CCI.10)Vendor BOL must be included with the invoice. In addition, if "see supplemental page(s)" is listed on the vendor BOL, all pages must be submitted by the carrier for payment, provided they were included with the vendor paperwork.**

- i) (CCI.11)Orders consolidated through OTM shipping from the same origin to the same destination on the same day must be billed as one load under one carrier invoice, provided the vendor consolidated to one BOL as required. Invoicing for each PO is not acceptable.
 - j) (CCI.12)Driver work orders must be included with the PORT(power only, round trip) paperwork submitted for payment.
 - k) (CCI.13)Driver work order stop off pages for PORT loads must be initialed by an authorized Exchange agent at each stop to be considered valid.
 - l) (CCI.14)All Event Statuses must be completed in OTM before invoice is submitted.
 - m) (CCI.15-CCI.23)To be considered for payment, an e-mail or LOA (Letter of Authorization) from an authorized Exchange agent must be included with the paperwork submitted for any charges for TONU, spot bid, detention(must include in and out times), redelivery, re-consignment, trailer repairs, storage, dry run or layover. NOTE: An LOA from a supplier agent is not considered authorization.
 - n) (CCI.24-CCI.28)To be considered for payment, the vendor BOL/DR must be signed and dated by an authorized Exchange agent and included with the paperwork submitted for driver assist, sort and segregate (must include # of cases driver assisted with. The full case load will not be paid, prior approval required), lift gate (prior approval required), limited access delivery (prior approval required). NOTE: The carrier signature is not considered authorization.
25. **Syncada Invoicing Compliance** – The Exchange Freight Bill Audit Department may charge the carrier a fee of \$25 per each invoice billing violation not to exceed \$250 per invoice. Violations include but are not limited to-
- a) (CCI.3)The consignor and consignee address must be correctly recorded on the invoice provided it is clearly recorded on the vendor BOL.
 - b) (CCI.4, CCI.5, CCI.6)The line haul, fuel surcharge and accessorial fees listed on the invoice must be consistent with the carrier tender on file.
 - c) (CCI.29)E-bills must be linked to an original valid invoice prior to loading in Syncada.
 - d) (CCI.15-CCI.23)The vendor BOL along with an attached document containing an e-mail or LOA (Letter of Authorization) from an authorized Exchange agent must be included with the invoice submitted for any charges for TONU, spot bid, detention(must include in and out times), redelivery, re-consignment, trailer repairs, storage, dry run or layover(maximum \$150). NOTE: An LOA from the supplier agent is not considered authorization.
 - e) (CCI.24-CCI.28)The vendor BOL/DR must be attached to the invoice and signed and dated by an authorized Exchange agent when submitted for driver assist, sort and segregate (must include # of cases driver assisted with. The full case load will not be paid, prior approval required), lift gate (prior approval required), limited access delivery (prior approval required). NOTE: The carrier signature is not considered valid authorization.
- Through
26. **OTM (Oracle Transportation Management) (CCI.30)** – After accepting a load in OTM, carriers are allotted a 24-hour period to reject the load due to unforeseen circumstances. In excess of three (3) loads rejected in any 30-day period may be subject to a \$150 fee. All carriers are monitored for misuse of the OTM system.

27. **OTM (CCI.31)**-Invoicing for OTM tendered loads must be submitted through OTM. Failure to submit an invoice in OTM may be subject to a \$25 fee.
28. **OTM (CCI.32)**-Shipments not tendered in OTM cannot be billed in OTM. Submitting an invoice in OTM for a non OTM tendered load may result in a \$25 fee.
29. **OTM (CCI.33)**-If a carrier is tendered a load in OTM and does not move that load, they must contact Service Now/ Trans Routing via email to be removed from the load in OTM. Failure to comply could result in a \$25 fee.
30. **OTM (CCI.34)**-A spot bid awarded in OTM is to be billed as an all-in cost on one line in OTM. Failure to submit the invoice as an all-in \$ amount could result in a \$25 fee.
31. **OTM (CCI.35)**-Fuel must be billed on a separate line from the base rate on an OTM invoice. Failure to break out the fuel as a separate accessorial fee on the invoice may result in a \$25 fee.
32. **OTM (CCI.36)**-A carrier stamp on the vendor bill of lading must not cover any information that the Exchange requires on the BOL. Non-conformance may result in a \$25 fee.
33. **OTM (CCI.37)**-For miscellaneous invoicing violations not so far identified in this document. Details will be provided at the time the violation is filed. \$25 fee per violation.
 - A.** - Carrier continuously requesting to delete EVENT STATUS in OTM so that the carrier can re-enter.
 - B.** - FBA ONBOARDING Fact Sheet - Monthly Aging Report is due by the 15th of each month.
 - C.** - Line items not correctly invoiced in OTM. Example: discount line is missing
 - D.** - Multiple base lines entered on invoice
 - E.** - Entering invoice into OTM with incorrect date impacting the OTM payment process.
 - F.** - Double billing- OTM paid individual SID, carrier re-billing by submitting invoice containing several SIDs