

## FAQ On Chassis Provision Choices in CCM Pools

### 1. Please explain how ocean carriers provide chassis today.

Most ocean carriers provide chassis for their customers use without any additional charges. An increasing amount of ocean carriers have announced that they are not providing chassis under certain circumstances. In the situation where an ocean carrier is not providing chassis, in the far majority of cases, a chassis provider will invoice the shipper or motor carrier for the chassis use of a shipment.

### 2. How do I know if an ocean carrier is providing chassis (with no associated charges), or not?

On the website [www.ocema.org](http://www.ocema.org) there is a listing of ocean carriers who have announced changes to their chassis provision models. This list is not comprehensive as many ocean carriers still provide chassis under certain circumstances. Many ocean carriers no longer provide chassis, but have not made formal announcements. You can also check the CCM web page for guidance on ocean carriers' policies within CCM pools <http://www.ccmpool.com/Chassis-Providers/>. In the end, chassis provision is often pre-agreed in the shipment terms between the ocean carrier and its shipper/consignee.

### 3. How do I know if I will receive an invoice for chassis usage, and from whom?

Contracted commercial terms between the ocean carrier and its customers will dictate whether chassis is part of the drayage agreement or is the responsibility of the shipper / motor carrier.

### 4. What is different in CCM Pools regarding chassis provision?

Shippers, motor carriers, ocean carriers, and other parties have asked CCM to develop the capability to allow a choice of chassis provider within the CCM Pools. Within the CCM pools, the development of the customer choice of chassis provider will create a more competitive marketplace while still maintaining the efficiencies of a gray chassis pool.

Often the chassis customer has little choice in choosing its chassis provider. A container is placed on a chassis at the rail or ocean terminal before the motor carrier arrives for pick up. Unless the container is taken off the chassis and placed on another chassis, the chassis provider is already determined by the ocean container. Within a CCM pool, there are many chassis providers and some of them participate in a CCM program that allows the customer to choose a chassis provider without having to lift the container onto a new chassis.

CCM can allow the chassis customer to select their preferred chassis provider in its pools for specified chassis movements. There are some restrictions. Shippers and motor carriers can choose a provider when the ocean carrier and the ocean carrier's on-terminal chassis provider participate in this CCM program.

**5. What advantage is there to change providers?**

Many shippers / motor carriers may not have any motivation to change chassis providers. On the other hand they may want to consolidate their usage with a preferred chassis provider. The terms of the interchange agreement or chassis rental contract may vary between chassis providers. CCM is offering an option for the shipper/motor carrier to choose its chassis provider under certain conditions.

**6. Who can I choose between as chassis providers in CCM Pools?**

On the CCM website there is a listing of chassis providers by pool.

<http://ccmpool.com/Membership/Chassis-Providers/Index.aspx>

**7. How can I find out which ocean carriers are participating in the Customer Choice program?**

Please visit the same website location as answered in number 6.

**8. Why do I have to select providers on a shipment level? Can't the ocean carrier tell you which shipments they are not providing chassis for?**

CCM is not informed of the commercial terms between the ocean carrier and its customers. Therefore, the design of our system depends on the shipper/motor carrier to know when he is responsible for the costs.

**9. Why wouldn't I just list all my chassis needs as exceptions, so I would always use my chosen chassis provider?**

If the shipping has chosen dedicated usage with exceptions the default will be their provider, as such all exceptions need to be entered.

**10. What if I don't have a bill of lading or booking number, but I have a release number or container number?**

The release number may be used but CCM will rely on the facility to give us that release number when they report the gate transaction.

**11. How do I choose my provider on a bare chassis?**

The same as above, with the release number, booking or BL.

**12. Sometimes I have many chassis moves. Is there a way to avoid doing input on a web page and send the information electronically?**

Web interfaces are being developed. There is any excel template that may be uploaded as well.

**13. Can I get a report of my chassis usage and who my providers were?**

Yes, there will be reports generated to all registered customers (shippers/BCO's/NVO's /motor carriers).

**14. Is there a cost to use this system?**

No. CCM offers the ability to choose providers free of charge to customers.

**15. Who do I call or email to check that my changes were accepted?**

Send an email to customerservice@ccmpool.com (or call 973-298-8916 or 973-298-8924)

**16. Is there a helpline and or email address where questions can be asked?**

Yes. customerservice@ccmpool.com or call 973-298-8916 or 973-298-8924

**17. Once registered how will I know if my agreements are in place with my providers?**

All providers should be entering their contracted customers into chassis.com. As each contract is entered the customer is asked to confirm their agreement with that provider, and would then be prompted to select the default order. Default order is not a necessity, but can be filled out for record keeping purposes.

**18. What if I don't accept that a contract was signed with a chassis provider?**

Usage will default to the ocean carrier's designated provider, or to a provider you have already accepted. No exceptions will be allowed to be entered.

**19. What if I don't enter any exceptions into the system?**

Same as above. Usage will default to the ocean carrier's default provider.

**20. What if I forget to enter my exception and the move has already taken place. Can I enter the movement afterwards?**

No, as billing for the usage days will already have been generated to the providers.

**21. What if I enter an exception and receive an invoice, and find out later I should not have been paying for the chassis?**

You need to contact the chassis providers. It is very important that the shipper/motor carriers only choose the moves that they know they are responsible for.

For example, if a shipper/motor carrier files an exception to direct the usage to its chassis provider, and then discovers that the ocean carrier would have arranged for the chassis through its own provider, DO NOT EXPECT TO BE REIMBURSED.

## **22. How do I get a login to the system?**

CCM will assist with registration. Email [customerservice@ccmpool.com](mailto:customerservice@ccmpool.com) and they will assist.

## **23. How will street turns be handled?**

If the same container is being turned from an import to export cycle, or some other conversion, email [mcsupport@ccmpool.com](mailto:mcsupport@ccmpool.com) with the dates of switch from one to the other. Include any provider exceptions in this email as well.

Example: Chassis leaves the BNSF with a container that is carrier haulage and the ocean carrier is providing the chassis. Usage would be attributed to the ocean carrier or its default provider. Container and chassis are street turned under different shipment terms where the customer is paying for the chassis. That motor carrier wishes to use a different provider.

Shippers/Motor Carriers need to report dates of turn so systems can be updated accordingly.