Motor Carrier FAQ on Chassis Provision Choices

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 motor carrier for chassis use.

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

On the website 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. 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?

This CCM project depends on the motor carrier knowing that the motor carrier knowing if he is responsible for the chassis before the chassis is picked up. Ocean carriers are aligned with specific chassis providers, so knowing the ocean carrier involved will determine the chassis provider.

4. Why is CCM initiating this change?

CCM expects the trend of ocean carriers not providing chassis to increase. Motor carriers and ocean carriers have asked CCM to develop the capability to allow a choice of chassis provider within the CCM Pools. The development of the motor carrier choice of chassis provider will create a more competitive marketplace while maintaining the efficiencies of a gray chassis pool.

5. What advantage is there to change providers?

Many motor carriers may not have any motivation to change chassis providers. On the other hand, a motor carrier may want to consolidate its 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 motor carrier to choose its chassis provider under certain conditions.
6. When an ocean carrier says they’re not providing chassis, are all ocean carriers following the same procedures? Please explain the differences in the ways ocean carriers can designate their method of chassis provisions in the CCM Pool.

When an ocean carrier has stated that it is no longer providing chassis in the CCM Pool, there are three types of chassis usage assignment that CCM can handle.

View this training video to learn how to determine the options available to you at a location.

A. Motor carrier has no choice. Any use of a chassis under the ocean carrier’s containers will be directed to one party, usually the ocean carrier’s chosen chassis provider. That provider may invoice the motor carrier for chassis use.

B. Exceptions to the ocean carrier assigned provider allowed. Any use of chassis under the ocean carrier’s containers will be directed to the ocean carrier’s dedicated provider except when the motor carrier communicates an “exception” to CCM. In this case, the chassis use will be sent to the motor carrier’s choice of chassis provider.

View this training video to learn how to create an exception for this provisioning option.

C. Open choice. The ocean carrier announces they do not provide chassis under any circumstances. The motor carrier can rank their preferences of chassis providers and any use by the motor carrier is assigned to their number one ranked provider.

View this training video to learn how to rank your chassis providers.

View this training video to learn how to create an exception for this provisioning option.

7. How can an ocean carrier say that they are no longer providing chassis, and then force me to use the ocean carrier’s selected provider?

Until this pilot program was initiated, there was no feasible option to allow for choice of provider. The ocean carrier’s designation of one exclusive provider is a commercial decision between the ocean carrier, the chassis provider and the ocean carrier’s customer.

8. How do I change my provider?

By going to chassis.com and accessing the Default Provider screen. Hit the arrow keys to place providers in the right order.

View this training video to learn how to update the rank of your chassis providers.
9. **Do I have to change or select a chassis provider?**

You never have to change your chassis provider, but the option is available for you if you want to change providers for individual consignment exceptions.

10. **Who can I choose between as chassis providers?**

These vary by pool. In the SACP there are 4, Direct ChassisLink (DCLI), Bridge Chassis Supply, Flexi-Van Leasing, and Trac Intermodal.

In the MCCP there are also 4: Bridge Chassis Supply, Motor Carriers Chassis Pool, NACPC, and Trac Intermodal.

[View this training video](#) to learn how to determine the options available to you at a location.

11. **How can I find out which ocean carriers are allowing an open choice or exceptions?**

The ocean carriers will be displayed in the drop down menus in the system. The ocean carriers will be in one of three statuses.

1. Status will show no choice for ocean carriers that have a dedicated provider;
2. Exceptions allowed for ocean carriers who allow motor carriers to opt out from their default, and
3. Open choice, meaning those may select their default provider and all use will go to that provider for all moves. No ocean carriers are in this status today.

[View this training video](#) to learn how to determine the options available to you at a location.

12. **How will my selected ranking affect my billing?**

When the ocean carrier has declared “exceptions allowed” the exception has to be communicated to CCM or entered into CCM’s system on a consignment level (bill of lading, booking number, etc.) designating the preferred chassis provider. Your selected chassis provider will receive all CCM billing for your move. Thereafter, the conditions of your chassis usage terms are between you and your chassis provider.

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

The design of our system allows the motor carrier to make the choice when he knows he is responsible for the costs.
14. 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. If they have chosen motor carrier choice on all shipments you can select your preferred provider one time and your usage will always be given to them.

15. 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.

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

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

17. 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.

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

Yes, there will be reports generated to all registered motor carriers.

View this training video to learn how to about the reports and online inquiry options available to you.

19. Is there a cost to use this system?

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

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

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

View this training video to learn how to about the reports and online inquiry options available to you.

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

Yes. mcsupport@ccmpool.com or call 973-298-8900 Lanette and Angela

22. When will this be rolled out in other CCM Pools?
This is a pilot program. When the results of the pilot are complete, we will look to set a schedule for the next CCM pool roll out.

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

All providers should be entering their contracted carriers into chassis.com. As each contract is entered the motor carrier is asked to confirm their agreement with that provider, and would then be prompted to select the default order.

View this training video to learn how to check the status of your provider agreements.

24. 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.

25. What if I don’t enter any exceptions into the system?

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

26. 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.

27. 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 motor carriers only choose the moves that they know they are responsible for.
For example, if a 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.

28. How do I get a login to the system?

CCM will assist with registration. Email mcsupport@ccmpool.com and they will assist.

View this training video to learn how to register for access to Chassis.com:

View this training video to learn how to sign-on to Chassis.com:
29. How will street turns be handled?

If the same container is being turned from an import to export cycle, or some other conversion, email sacpdata@ccmpool.com for SACP or mccpdata@ccmpool.com for MCCP with the dates of switch from one to the other. Include any provider exceptions in this email as well.

Example: Chassis leaves the GPA 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 motor carrier is paying for the chassis. That motor carrier wishes to use a different provider.

Report dates of turn so systems can be updated accordingly.