

Defense Transportation Coordination Initiative

Performance Work Statement

Appendix D

Exception Codes

22 June 2006

For quality assurance measurement purposes, the time clock for measuring “on-time pick up and delivery” will not be considered to automatically stop for any reason. Exceptions not addressed in this appendix, will not be recognized by the government. The government generally will set aside a specific late delivery or pickup failures if, within 1 day of the scheduled pick up or delivery, the contractor reports the following exceptions and provides the required documentation listed below. Access to these reports should be provided via the contractor’s web-based application that allows the government to view, download, and print such reports as needed. Reports must be retained on file for the same amount of time as required of the basic shipment record and history file.

<u>Pick-up and Delivery Exception Codes</u>	<u>Code</u>
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<u>Appointment required at delivery site</u>	01
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Contractor will be expected to comply with the pre-appointment policies of the receiving activity. Only exceptions allowed will be if the delivery site refuses to grant an appointment that was made in accordance with the receiving location’s standard policies on advance notice and normal delivery hour requirements. Minimum documentation required must include mandatory delivery date, actual delivery date, date & time the initial request was made, name, title, and phone number of delivery location receiving official that refused to grant an appointment and reason given for not making the appointment. In addition, the name of driver or contractor’s representative that requested the appointment shall be included.

<u>Appointment required at pick-up site</u>	02
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Contractor will be expected to comply with the pre-appointment policies of the shipping activity. Only exceptions allowed will be if the shipping activity refuses to grant an appointment that was made in accordance with the shipper’s standard policies on advance notice and normal pick-up hour requirements. Minimum documentation required must include required pick-up date, actual pick-up date, date & time the initial request was made, name, title, and phone number of shipping official that refused to grant an appointment and reason given for not making the appointment. In addition, the name of the driver or contractor’s representative that requested the appointment shall be included.

<u>Installation closed when delivery was attempted during normal business hours</u>	03
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Contractor will be expected to comply with normal business hours, or pre-appointment policies (if applicable) of the receiving activity. Only exceptions allowed will be if the carrier met the pre-appointment rules of the receiving activity, made the proper appointments, and arrived at the receiving activity’s site at the appointed date and hour - and found the activity to be closed. Minimum documentation required must include mandatory delivery date and time, actual attempted delivery date & time, and the name, title, and phone number of anyone at the receiving installation, such as a gate guard, that can verify that the receiving activity was closed at the time the attempt was made. In addition, the name of the driver or contractor’s representative that attempted to make the delivery shall be included.

Installation closed when pick-up was attempted during normal business hours 04

Contractor will be expected to comply with normal business hours, or pre-appointment policies (if applicable) of the shipping activity. Only exceptions allowed will be if the carrier met the pre-appointment rules of the shipping activity, made the proper appointments, and arrived at the shipper's activity's site at the appointed date and hour - and found the activity to be closed. Minimum documentation required must include required pick up date and time, actual attempted pick up date & time, and the name, title, and phone number of anyone at the shipper's installation, such as a gate guard, that can verify that the receiving activity was closed at the time the attempt was made. In addition, the name of the driver or contractor's representative that attempted to make the delivery shall be included.

Holiday – installation was closed 05

This exception situation should not occur since contractor is normally required to comply with the normal operation hours of the pick up and delivery locations. In the event the required pick up date or mandatory delivery date falls on a Holiday, the contractor is expected to point that out to the shipper before accepting the load and request that the date of pick-up and delivery be adjusted accordingly. Failure to do this will result in the exception report being considered invalid. Minimum documentation required must include scheduled pick up date and time or delivery date and time, the date and name of the Holiday that conflicted with either of those dates, and the name, title, and phone number of the person at either location that would not adjust the pick up or delivery date when the Holiday schedule conflict was made known to the shipper's location. In addition, the name of the driver or contractor's representative that attempted to resolve the pick up and delivery date conflict, in advance, with the government official shall be included.

Local emergency/Act of God 06

These exception reports will be judged on a case by case basis. Minimum documentation required must include the scheduled pick up date and time or delivery date and time and a written narrative explanation that describes the local emergency or Act of God that prevented meeting the scheduled pick up or delivery.

Customer wouldn't accept delivery until after mandatory delivery date 07

Contractor will be expected to comply with the pre-appointment policies (if applicable) of the receiving activity. Carrier must contact the DTCI coordinator (contractor) immediately for resolution if instructed to delay delivery after an appointment has been scheduled and the movement is in progress. Coordinator will make a reasonable attempt to resolve the issue with the receiving activity and avoid a re-delivery charge. If, at the time of making the delivery appointment, the receiving activity request delivery be made after the mandatory

delivery date, the shipment delivery date will be adjusted to the new date, provided the following minimum documentation is provided; mandatory delivery date, new, requested delayed delivery date, actual delivery date, date & time the coordinator or carrier was requested to delay the delivery, name, title, and phone number of delivery location receiving official that made the request, and name of driver or contractor's representative that received the requested delay.

Weather conditions prohibited pick up or delivery

08

Severe weather conditions that prohibited the safe operation of the DTCI coordinator or its carriers' equipment from making pick up or delivery of a shipment will be considered valid if caused by ice, snow, or floods that rendered the route to or from a pick up or delivery location impassable or prevented access into or out of a DoD installation. Required documentation should include the driver's name, carrier, scheduled pick up and delivery date, the date and time the driver determined the situation to be unsafe to continue movement of the freight, and the reason (icy roads, snow, or flooding). And the date the shipment was finally completed.