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- Change with effective date of
- New bulletin with effective date of February 21, 2006
- Reminder
- Replaces bulletin # HHGs 13-03

DIVISION/BULLETIN NO: HHGS Operations 12-06

DATE: February 21, 2006

FROM: Domestic Operations

TO: All United Domestic Agents

SUBJECT: Using the Wrong Destination Agent for SIT

PURPOSE/OBJECTIVE:

To inform agents that delivery to or acceptance by the wrong destination agent (DA) of a shipment into SIT will result in possible disincentives.

KEY POINTS:

- 1) The booker has many reasons for selecting a specific DA to provide SIT services, including price, quality, reciprocal agreements, and for 409 interline military tonnage, a contractual obligation.
- 2) When the hauler disregards the DA selection, several problems result, including possible unauthorized long delivery out, incorrect pricing, and the potential loss of a 409 network agent causing loss of military tonnage.
- 3) The hauler must deliver the shipment to the DA selected and shown in RORD unless the booking agent agrees to a change and documents permission in Memo Pad prior to delivery into SIT.
- 4) The DA should not accept a shipment for SIT if they are not designated DA.

ACCOUNTABILITY:

The booker is responsible for all aspects of service delivery and selects the agents to provide such services. The hauler is responsible for placing shipments into SIT as directed by the booker. The DA is responsible for only taking a shipment into SIT if so designated by the booker.

CONSEQUENCES FOR NON-COMPLIANCE:

If a hauler delivers a shipment bound for SIT to the wrong DA and the DA accepts it, the hauler and DA accepting the shipment will each be penalized \$250. This \$500 will be credited to the correct DA, or in the case of a 409 shipment, to the 409 booking carrier/forwarder. The booker/booking carrier must notify the household goods regional manager within two weeks of occurrence to activate the penalty.

ACTION REQUIRED:

Ensure all agency personnel read a copy of this bulletin.

CONTACT:

If you have questions regarding this information, please contact your regional Operations management team at United World Headquarters.

ATTACHED:

N/A