

The Good, The Bad & The Ugly



The Good

Tariff

- Clearly defined terms and conditions
- Easily understood by a customer
- Standard business practices
- Claims process
- Company Contact information

Bill of Lading

- Compliant with the Uniform Bill of Lading requirements
- Neatly written or typed
- Sequentially numbered
- Good quality forms

The Bad

Tariff

- Limited detail
- Too legal or technical
- Lacking business practices related to overtime, damage claims and promotions
- No effective date
- Employees are not trained

Bill of Lading

- Incomplete
- Lacking shipper signature
- Illegible
- Charges not linked to tariff
- Calculations not accurate

The Ugly

Tariff

- Customer confusion
- Customer complaints
- Refunds to customers
- Costly tariff amendments
- Negative reviews

Bill of Lading

- Undercharge/Overcharge of customer
- Lack of clarity or “paper” trail
- Catalyst for a compliance review

Is your Tariff Ready for a Change?

- Why is a change necessary?
- What triggers a tariff filing?
- Does it require PSC approval?

ABC Moving Company

South Carolina Household Goods Tariff

REGULATIONS AND SCHEDULE OF CHARGES APPLICABLE TO
CERTAIN INTRASTATE HOUSEHOLD GOODS MOVES WITHIN THE
STATE OF SOUTH CAROLINA

Is your BOL Ready for a Change?

- Uniform BOL is required
- Terms & Conditions are important
- Does it require PSC approval?

UNIFORM HOUSEHOLD GOODS BILL OF LADING AND FREIGHT BILL

PSC [REDACTED] **MOVING & STORAGE, INC.**
 P.O. BOX
 SPARTANBURG, SC 29301
 PHONE: 804- [REDACTED]

IN CASE OF NEED, CONTACT TRAFFIC CONTROL MGR. AT ABOVE ADDRESS OR TELEPHONE NUMBER REFER TO THIS REG. NO. [REDACTED]

SHIPPER ADDRESS FLOOR CITY	CONSIGNEE TO ADDRESS FLOOR CITY
STATE ELEV. TEL.	STATE ELEV. TEL.
SHIPPER REQUESTS NOTIFICATION OF WEIGHT & CHARGES TO PARTY SHOWN BELOW <input type="checkbox"/>	
NOTIFICATION OF WEIGHT & CHARGES TO PARTY SHOWN BELOW <input type="checkbox"/>	
RECEIVED SUBJECT TO GENERAL CONDITIONS:	ROUTING

ALL CHARGES ARE TO BE PAID IN CASH, MONEY ORDER, OR CERTIFIED CHECK BEFORE CARRIER DELIVERS OR RELINQUISHES POSSESSION UNLESS INDICATED BY CARRIER. PERSONAL CHECK WILL NOT BE ACCEPTED.

<p>INVOICING</p> <p>GOVT. B/L No. _____</p> <p>BILL CHARGES TO _____</p> <div style="border: 1px solid black; padding: 2px; font-size: 8px;"> <p>THIS SHIPMENT WILL MOVE SUBJECT TO THE RULES AND CONDITIONS OF THE CARRIER'S TARIFF. ALL TERMS PRINTED OR SHOWN ON THIS BILL OF LADING APPLY TO THIS ENTIRE SHIPMENT TO A VALUE NOT EXCEEDING THE CARRIER'S LIABILITY OR PERMIT. PARTICULARS USE A GREATER AMOUNT IS SPECIFIED BY THE SHIPPER.</p> </div> <p>SIGNED _____ Shipper _____ Date _____</p> <p style="text-align: center;">TIME RECORD</p> <p>START FINISH</p> <p>AM AM Customers Initials</p> <p>PM PM Customers Initials</p> <p>JOB HOURS _____</p> <p>TRAVEL TIME _____</p> <p>TOTAL HOURS _____</p> <p>TRANSPORTATION SERVICES</p> <p>STRAIGHT CHARGE _____</p> <p>_____ VANS _____ MEN _____ HOURS AT \$ _____ PER HR.</p> <p>_____ OVERTIME SERVICES _____ MEN _____ HOURS AT \$ _____ PER HR.</p> <p>TRAVEL TIME _____ HOURS AT \$ _____</p> <p>OTHER CHARGES _____</p> <p>PACKING _____</p> <p>INSURANCE _____</p> <p>TOTAL _____</p> <p>DATE DELIVERED _____</p> <p>DRIVER _____</p>	<p style="text-align: center;">RATES, RULES AND REGULATIONS IN TARIFF SEC. _____</p> <p>WEIGHT AND SERVICES <input type="checkbox"/> SPACE RES. _____ CU. FT.</p> <p>EXPEDITED SERVICE ORDERED BY SHIPPER DELIVERED ON OR BEFORE _____ <input type="checkbox"/> EXCL. USE OF VEH. _____</p> <table border="0" style="width: 100%; font-size: 8px;"> <tr> <td>GROSS _____ TARE _____ NET _____</td> <td style="text-align: right;">RATE</td> <td style="text-align: right;">CHARGES</td> </tr> <tr> <td>TRANSPORTATION _____ MILES</td> <td></td> <td></td> </tr> <tr> <td>ADD'TL. LIAB. CHG. (PER SHIPMENT CHARGE)</td> <td></td> <td></td> </tr> <tr> <td>ADD'TL. TRANS. (SURCHARGE) _____ <input type="checkbox"/> ORIG. <input type="checkbox"/> DEST.</td> <td></td> <td></td> </tr> <tr> <td>EXTRA PICKUPS OR DELIVERIES: NO. _____ BY _____ AT _____</td> <td></td> <td></td> </tr> <tr> <td>EXCESSIVE CARRY _____ ELEVATOR _____ STAIRS _____</td> <td></td> <td></td> </tr> <tr> <td>PIANO HANDLING: OUT _____ IN _____ HOIST _____</td> <td></td> <td></td> </tr> <tr> <td>ADD'TL. LABOR _____ MEN FOR _____ MAN HOURS</td> <td></td> <td></td> </tr> <tr> <td>WAREHOUSE HANDLING _____</td> <td></td> <td></td> </tr> <tr> <td>TRANSIT STORAGE: FROM _____ TO _____</td> <td></td> <td></td> </tr> <tr> <td>S.I.T. VALUATION CHARGE _____</td> <td></td> <td></td> </tr> </table> <p>APPLIANCE SERVICES <input type="checkbox"/> ORIGIN DUE _____ DEST. DUE _____</p> <p>OTHER CHARGES <input type="checkbox"/> MI _____ QUANTITY _____</p> <table border="0" style="width: 100%; font-size: 8px;"> <tr> <td>CARTONS _____ BARRELS _____</td> <td style="text-align: right;">TOTAL PACKING</td> <td style="text-align: right;">TOTAL CHARGES</td> </tr> <tr> <td>CARTONS _____ LESS THAN _____</td> <td></td> <td></td> </tr> <tr> <td>CARTONS _____</td> <td></td> <td></td> </tr> <tr> <td>CARTONS _____</td> <td></td> <td></td> </tr> <tr> <td>CARTONS _____</td> <td></td> <td></td> </tr> <tr> <td>CRIB MATTRESS _____</td> <td></td> <td></td> </tr> <tr> <td>WARDROBES (USE CP) _____</td> <td></td> <td></td> </tr> <tr> <td>MATTRESS CARTON NOT EXCEEDING 39 x 75 _____</td> <td></td> <td></td> </tr> <tr> <td>MATTRESS CARTON EXCEEDING 34 x 75 _____</td> <td></td> <td></td> </tr> <tr> <td>MATTRESS CARTON EXCEEDING 54 x 75 _____</td> <td></td> <td></td> </tr> <tr> <td>CRATES _____ MIRROR CARTONS _____</td> <td></td> <td></td> </tr> </table> <p>TOTAL CHARGES <input type="checkbox"/> CHGE <input type="checkbox"/> PPD <input type="checkbox"/> C.O.D. <input type="checkbox"/> G.B.L. _____</p> <p>PREPAYMENT: COLLECTED BY _____</p> <p>BALANCE DUE: COLLECTED BY _____</p> <p>DELIVERY ACKNOWLEDGMENT: SHIPMENT WAS RECEIVED IN GOOD CONDITION EXCEPT AS NOTED ON INVENTORY, AND SERVICES RECEIVED AS SHOWN ON THIS BILL OF LADING.</p> <p>REC'D FOR STORAGE _____ WAREHOUSE _____ CONSIGNEE _____</p> <p>BY _____ PER _____ DATE _____</p> <p style="text-align: center;">(WAREHOUSE/DRIVER'S SIGNATURE) (DRIVER'S SIGNATURE)</p> <p style="text-align: right; font-size: 8px;">FORM 962R 1/91 MERRILL PRINTERS INC., 1300 MOTION PICTURE BUILDING, NY 11743 609 540 4800</p>	GROSS _____ TARE _____ NET _____	RATE	CHARGES	TRANSPORTATION _____ MILES			ADD'TL. LIAB. CHG. (PER SHIPMENT CHARGE)			ADD'TL. TRANS. (SURCHARGE) _____ <input type="checkbox"/> ORIG. <input type="checkbox"/> DEST.			EXTRA PICKUPS OR DELIVERIES: NO. _____ BY _____ AT _____			EXCESSIVE CARRY _____ ELEVATOR _____ STAIRS _____			PIANO HANDLING: OUT _____ IN _____ HOIST _____			ADD'TL. LABOR _____ MEN FOR _____ MAN HOURS			WAREHOUSE HANDLING _____			TRANSIT STORAGE: FROM _____ TO _____			S.I.T. VALUATION CHARGE _____			CARTONS _____ BARRELS _____	TOTAL PACKING	TOTAL CHARGES	CARTONS _____ LESS THAN _____			CARTONS _____			CARTONS _____			CARTONS _____			CRIB MATTRESS _____			WARDROBES (USE CP) _____			MATTRESS CARTON NOT EXCEEDING 39 x 75 _____			MATTRESS CARTON EXCEEDING 34 x 75 _____			MATTRESS CARTON EXCEEDING 54 x 75 _____			CRATES _____ MIRROR CARTONS _____		
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Tariff Approval Process

1. Class E Amendment Form (www.regulatorystaff.sc.gov)
2. Provide current tariff and proposed tariff.
3. Public Notice is required and the PSC will send a Notice of Filing to you which requires you to publish in the newspaper.
4. There is a 30-day noticing period.
5. ORS will conduct a comparison of current tariff, proposed tariff and the SC Tariff Bureau rates.
6. ORS will conduct a compliance review.
7. ORS files a report with PSC related to the tariff and compliance.
8. PSC will rule on tariff amendment in regular agenda meeting.
9. Company will file the final tariff with the PSC and ORS referencing to the PSC Order and Effective date.

BOL Approval Process

1. File a request with the PSC to update the BOL.
2. No public notice is required.
3. ORS will conduct a review of the BOL.
4. ORS will conduct a compliance review.
5. ORS files a report with PSC related to the BOL and compliance.
6. PSC will rule on BOL in regular agenda meeting.

Special Promotions

- Discounts are prohibited on regulated moves!
- Promotions are a component of the tariff.
- Must be specific and detailed.
- Must be approved by the PSC.
- Promotions must be filed with ORS.
- Promotions must be attached to the BOL.



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GROUPON
Collective Buying Power

Questions & Contact Info



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