

## **MISCELLANEOUS FAQs**

### **Where can I find the latest version of the Business Rules?**

Surface Deployment and Distribution Command (SDDC) notes when there is a revision to a document by an “new” indicator on the right side of the document. The revision date to a Business Rule document is generally found on the cover page of each document. The most current versions of the Business Rules are found in the Defense Transportation Registry Part IV Attachments U-U.R. at:

[http://www.transcom.mil/j5/pt/dtr\\_part\\_iv.cfm](http://www.transcom.mil/j5/pt/dtr_part_iv.cfm)

And also:

Please go to the SDDC Personal Property website at: <http://www.sddc.army.mil/PP/default.aspx>

On the right side under “LINKS”

Click “400 NG”

Click “2012 400NG Change 2”

This will display the latest version of the 400NG. You will see earlier versions of the 400NG on the website as well.

### **Can the Surface Deployment and Distribution Command (SDDC) assist in issues between Transportation Service Provider’s (TSP) and agents getting paid? What does a TSP/Agent’s bond cover?**

You will need to continue to try to resolve your financial issues with the agent for those shipments you serviced for them. If the Personal Property Shipping Office terminated the shipment from the agent while it was in Storage-in-Transit (SIT), you may get paid any additional SIT and delivery out by a local voucher. SDDC cannot become involved in matters between TSPs and agents. The bond that the agent provided is not intended to cover these types of costs.

### **Where do I file a complaint against a Transportation Service Provider?**

When your shipments are completed, customer satisfaction surveys will be generated and sent to the destination email address that is on file. On the survey, you will be able to provide feedback that will impact the number of shipments that the carrier will receive from the government. Your comments will be reviewed by the Origin and Destination Quality Assurance offices.