ORS Transportation

- ORS represents the “public interest” in transportation matters.
  - Public Interest = Consumer + Company + SC Economic Development
- ORS actively regulates intrastate Household Goods carriers, passenger carriers and hazardous waste for disposal carriers.
- ORS uses a combination of administrative and field review to assist carriers with compliance.
- ORS educates and assists carriers in the following areas:
  - Insurance, Consumer Relations, Vehicle Safety and Driver Qualifications, Operations
Compliance Reviews

✓ Types of Reviews:
  ✓ Educational Review
  ✓ Follow-up at 3 months to monitor improvements
  ✓ Complaint Review
  ✓ Random Review
  ✓ Review to support a change in tariff

ORS Compliance Review Activity

# of HHG Reviews

Patty Vowell: ORS HHG Forum 3/16/15
Make your Review a Success!

Priority #1: A complete Bill of Lading (BOL)

- Valuation Statement
- Shipper information
  - Origination & Destination complete address
- Cancelled shipments = Voided BOL
- Consecutive BOL numbers
Make your Review a Success!

Priority #2: Know your Scope of Authority

✓ Restricted by counties approved by PSC
✓ Scope applies to origination and destination
✓ What’s the deal with a “local” move?
  ✓ Municipal exemption applies to rates only.
✓ Scope amendment
Make your Review a Success!

Priority #3: Know your Tariff

- Ensure all employees who work with the BOL know and understand your tariff.
- Travel time & packing supplies
- Discounts & flat fee moves
- Tariff amendments
Customer Service

✓ Keep communicating!
✓ Communicate the conditions of the move.
✓ Empower employees to answer customer questions.
✓ Use ORS as a resource!

www.protectyourmove.gov
SC Focused Inspections

- SC Weigh Stations
- College & University
- Subdivisions
- Apartment Complexes
Questions & Contact Info

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