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?
Is your BOL Ready for a Change?

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

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