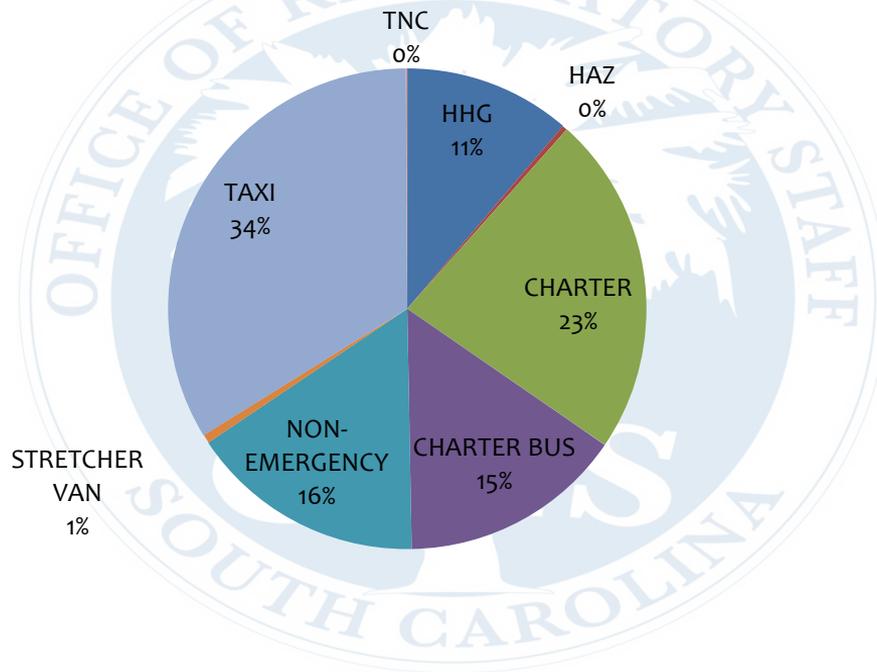


Intrastate Regulatory Update



ORS Transportation

Types of Transportation Carriers

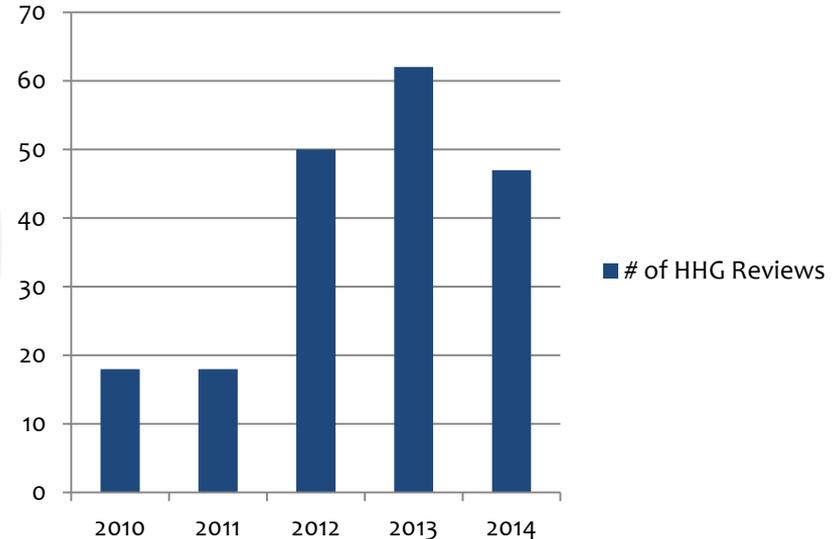


- ✓ ORS represents the “public interest” in transportation matters.
 - ✓ Public Interest = Consumer + Company + SC Economic Development
- ✓ ORS actively regulates intrastate Household Goods carriers, passenger carriers and hazardous waste for disposal carriers.
- ✓ ORS uses a combination of administrative 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



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

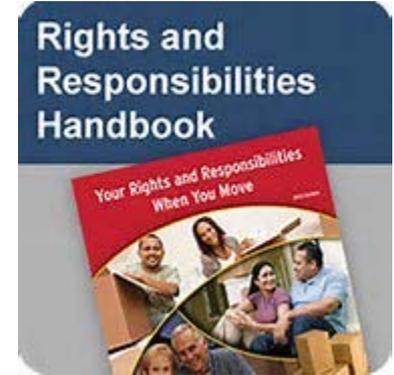
Make your Review a Success!

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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