IAS ChassisManager FAQ

This document contains general information and guidance regarding IAS ChassisManager and its use within HRCP, Option 2.

General

Q: What is ChassisManager?
A: ChassisManager is the system of record for event data and chassis rental activity/charges associated with participating ocean carriers in the Hampton Roads Chassis Pool (HRCP), Option 2.

Q: Who is billed for chassis rental charges in HRCP, Option 2?
A: Unless data is provided to ChassisManager indicating otherwise, the motor carrier is the default bill to party.

Q: What data does ChassisManager use create chassis rental data?
A: ChassisManager receives real time gate event data from the nominated start/stop facilities associated with HRCP, Option 2. This gate event data includes the motor carrier SCAC, facility, booking or bill of lading and underlying ocean carrier designation.

Q: Can I view this gate event data?
A: This gate event data is visible within ChassisManager as soon as it is received. ChassisManager processes this gate event data each evening to produce rental and trip data that is then visible to the billable parties the next day.

A: Where can I find the list of start/stop facilities associated with HRCP, Option 2?
Q: http://track.portofvirginia.com/reports/chassisavailable

Q: Where can I find the list of ocean carriers participating in HRCP, Option 2?
A: You can find this information within HRCP's website at:
       http://www.portofvirginia.com/pdfs/resources/Option%202%20ShipLine%20On%20Boarding%20Schedule.pdf

Q: Are the chassis charges on a per move or per day basis?
A: HRCP, Option 2 employs a "day use" model. That means no matter how many moves you may complete in a day as a billable party, you will only be billed for one usage day.

Q: Can ocean carriers be billed directly for chassis usage?
A: Yes, if an ocean carrier provides ChassisManager with specific data to nominate moves they desire to be billable to their account prior to the move occurring, the system will direct the invoicing to the respective ocean carrier.

Q: As a motor carrier, do I see all of my activity regardless of who is being billed for the move?
A: Yes, motor carriers see all of their activity. Ocean carriers only see their specific activity.

Q: How often does billing take place?
A: Billing is generated on twice-monthly bill cycles, the 1st-15th and 16th-End-of-Month date. Bill cycles are approved and statements are issued on the 21st and 6th of each month for the bill cycle completed 5 days prior. Should the 21st or 6th fall on a weekend or holiday, statements are issued on the business day immediately following.

Q: How do I receive my bills?
A: Chassis rental invoices are emailed to the respective bill to parties on the 6th and 21st of each month. Detailed back up of the moves can be downloaded from the ChassisManager system.

Q: Can I dispute my activity before it is billed?

A: Yes, ChassisManager provides you with on line visibility to your chassis rental activity as it occurs. You can dispute a record at any time while the activity is in "Pre-Invoice" status. Chassis Rentals are placed in Pre-Invoice status when the motor carrier has release possession of the asset, or after 30 consecutive days of possession.   At the close of the "service period" noted in the prior question, billed parties have an additional 5 days to dispute their activity before final billing is generated.

Q: What is BCO (Beneficial Cargo Owner) billing?

A: HRCP has created the capability within ChassisManager to directly bill the beneficial cargo (BCO) owner versus the motor or ocean carrier should the BCO so choose.

Q: How does the system know when to bill a BCO?

A: Similar to ocean carriers, the BCO is required to send/upload data into ChassisManager to nominate those moves (container/bill of lading/booking matches) for which they desire direct billing.

Q: What happens if both an ocean carrier and a BCO send data to ChassisManager for the same move?

A: ChassisManager will bill the BCO.

Q: When does a BCO need to send data to ChassisManager?

A: The data must be received by ChassisManager prior to the move occurring.

Q: As a motor carrier, how do I know when a BCO is being billed for the move?

A: The BCO's unique code will be reflected in the bill to party field once the rental has been moved to pre-invoice.   In addition, the haulage type will change to "BC". Prior to a rental moving to pre-invoice, if ChassisManager has received data from the BCO, their specific code will be visible in the BCO Code column in the system's "trip view".

Q: What if a BCO forgets the provide ChassisManager with data prior to the move happening?

A: The motor carrier should bill the BCO directly in those cases.

Q: How can I learn more about ChassisManager and its programs?

A: You can email the IAS ChassisManager team at chassis@interasset.com or call 1-510-844-3000, option 5.