

**Effective date: 01 Nov 2013**

**Updated September 13, 2017**

Effective on the above date COCP will have a new Road Service Repair policy.

The new policy will be that Motor Carriers (MC) will no longer be required to use Emergency Breakdown Service (EBS) or Interstar to effect minor repairs on COCP equipment while on the road.

For all repairs, **excluding axle bearing failure**, including tire replacement, MC will be free to contact any Road Service Provider they choose. Repairs totaling more than \$1000 will require COCP prior approval before proceeding with repairs. MC will be responsible to cover cost of repairs & seek reimbursement from COCP for same amount as paid.

**For Axle bearing failure only**, not caused by accident, repairs must still be handled by EBS. Contact EBS at 1-877-528-4737 or [dispatch@ebsoncall.com](mailto:dispatch@ebsoncall.com). COCP will arrange repairs to chassis and have the unit returned to working order ASAP. However, COCP cannot be responsible for any container charges incurred. The trucker will need to contact the respective shipping line asap and advise of breakdown and request relief from charges until unit is repaired.

## Road Side Repair for Tire only using Pump's Tire Service

If MC has issues with Tires only, they may contact Pump's Tire. **To participate in the Pump's program the MC MUST first set up a specific intermodal road service account with Pump's. To do that, contact Margie McCartney through email ([mmcartney@pompstire.com](mailto:mmcartney@pompstire.com)) or via phone @ 815 666 6958.**

Once the account is activated, Pump's will issue instructions; they can use the Pump's COCP OTR website, [extranet.pompstire.com/cocpers](http://extranet.pompstire.com/cocpers), to initiate calls. Pump's will handle service call & make determination as to the cause of the damage within 48 hrs of the service call. Results of Pump's inspection will be forwarded and/or available to both MC & COCP including photos.

Pump's will be able to offer service in Michigan, Iowa, Minnesota, Wisconsin, Indiana & Illinois. For other locations please refer to Pump's web site [Pompstire.com](http://Pompstire.com).

## Road Side Repair for Tire only not using Pump's

If MC chooses not to use Pump's Tire, they must follow the below re-bill process.

**COCP will not accept rebill for repairs performed by Pump's billed directly from MC.**

### ***Process for re-billing COCP:***

For any repair the MC intends to re-bill COCP for, as per current UIIA rules, must have all old parts, including tire casings returned to approved COCP location. However, for larger, bulkier parts that may not be safe to haul for return, i.e. dolly legs, brake drums, and hubs, COCP will accept pictures as proof of defect and of repair. These pictures **MUST** include a picture of the chassis number, the defective part on the chassis, defective part removed from the chassis, and the new part installed. Those pictures will need to be attached to the invoice and must be of sufficient quality to show defect.

**COCP has amended our policy for instances where it is impossible or unsafe to return the tire casing for a receipt.**

In order to get reimbursed for a tire replacement over the road without an COCP Tire Receipt the motor carrier will need to provide at least four quality digital pictures.

These pictures will consist of

1. A picture clearly showing the chassis number and the tire that needs to be replaced while the tire is still on the chassis. If it is an inside tire, the outside tire can be removed before taking the picture.
2. A close up picture clearing showing the cause of failure, preferably while the tire is still on the chassis, including the chassis number written on the tire
3. A close up picture of the DOT number on the tire
4. A picture of the new tire on the chassis.

If the cause of failure cannot be determined because of the quality of the picture, the invoice will be rejected.

If the picture is altered or determined to be photo shopped, the invoice will be rejected.

Upon return of the tire casing, or other parts to a COCP approved location, the Driver will be issued a **"Tire/Component Receipt"**.

- *Maximum reimbursement for tire replacements will be \$350.00 ea.*
- *COCP not responsible for drivers detention time for repairs arranged by driver / Motor Carrier*
- *Replacement parts must be new and tires must be either New OEM or New recap tires.*
- *Used replacement tires or parts will not be accepted and will not be reimbursed.*
- *Issuing of **"Tire/Component Receipt"** does not automatically guarantee reimbursement*

When re-billing COCP for repairs, MC must ensure the following, or their invoice will be returned without payment.

- All repairs invoiced must be **received by COCP** within **45 days** of the date of repair
- All invoices from MC to COCP must include
  - Copy of paid invoice from Road Service Repair Company
    - Road Service Repair Company invoice must include:
      - Name / Contact info for Service Company performing repair
      - Unit # (including container # if applicable)
      - Motor Carriers name
      - Date of service
      - Location of service

Invoicing COCP continued:

- Itemized description of work performed
  - To include reason for failure (Why Made Code)
  - For tires, tire position to be included
  - Tire type / size, Brand, DOT # for replacement tire
- Copy of the Tire/Component Receipt issued to the driver at time of parts return

Following is list of approved locations to return old parts, including tire casing:

City	Facility	Contact	Phone	Hours parts
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				<b>accepted</b>
Chicago	Illinois Transport	Dave Garbo	708-594-4242	M-F, 7-5
	Tires for Containers	Ignacio	773-603-3003	M-F, 8-4
	Integrated CY - Harvey	Edgar Diaz	773-648-1194	M-F, 8-4
Joliet	Conglobal - Joliet	Lori or Jayne	773-890-4800 ext 123	M-F, 7-3:30
	Integrated - Elwood	Armando Canales	708-906-2063	M-F, 8-4
Rochelle	UP Rail	Dannielle Morrison	851-561-2425	M-F, 8-4
Indianapolis	Containerport Group	Amanda Fugate	317-972-3500	M-F, 8-4
Detroit	Containerport Group	Scott Grahl	313-554-2200	M-F, 8-4:30
	Universal Intermodal	Haider Samhat	313-846-0640	M-F, 7:30-4:30
Cleveland	Containerport Group	Bill Peterson	216-541-5218	M-F, 8-4:30
	Universal Intermodal	Dustin Maynard	216-298-4086	M-F, 8-4:30
	American Marine Express	Scott Orosz	814-853-0258	M-F, 8-4:30
Columbus	Containerport Group	Dale Miller	614-491-1100	M-F, 8-5
	Marble Cliff - Lockbourne	Mac or Dale	614-348-0452	M-F , 8-4:30
Cincinnati	Containerport Group	Erik Owens	513-404-0405	M-F, 8-5
	Universal Intermodal	Jason Drake	586-945-5790	M-F, 8-5
Louisville	Containerport Group South Park	Mike Adams	502-964-7833	M-F, 8-5
Georgetown	NS Georgetown	Sal Diaz	859-368-2761	M-F, 8-4
Milwaukee - <b>Tires only!</b>	Pomps (Phone First!)	John Secora	414-406-3466	M-F, 8-3:30

All invoices with required back up can be emailed to:

[COCP-OTRINV@CCMPOOL.COM](mailto:COCP-OTRINV@CCMPOOL.COM)

Or you may send by mail to:

**COCP**

**940 S Frontage Road**

**Suite 200**

**Woodridge, IL 60517**

