

# MWCP OVER THE ROAD PROGRAM

## Frequently asked questions

### 1) How do I get reimbursed?

First, if you are pulling containers using MWCP chassis, you must register your company online at [www.chassis.com](http://www.chassis.com).

CCM is a paperless company. This includes paper checks. Any payments or reimbursements will be done directly with your bank. In order to do this you will need to be sure your company is set up in the CCM system.

The information below must be filled out and emailed to [mwcpsetup@ccmpool.com](mailto:mwcpsetup@ccmpool.com)

#### Vendor Information

\*Company Name: \_\_\_\_\_  
\*Address: \_\_\_\_\_  
\*City, State, Zip: \_\_\_\_\_  
\*Contact:  
    \*Name: \_\_\_\_\_  
    \*Telephone: \_\_\_\_\_  
    \*e-Mail: \_\_\_\_\_

All payments will be made electronically, please provide the following bank details.

\*Remit to details:  
    \*Account Name: \_\_\_\_\_  
    \*Bank Name: \_\_\_\_\_  
    \*Bank Address: \_\_\_\_\_  
    \*ABA Routing for domestic wire: \_\_\_\_\_  
    \*ACH Routing #: \_\_\_\_\_  
    \*Account #: \_\_\_\_\_

\*All information is required.

### 2) What is the Bill to address?

**MWCP  
5800 Foxridge Drive  
Mission, KS 66202**

You can mail your invoice and back up to this address or scan and email it to [mwcpotr@ccmpool.com](mailto:mwcpotr@ccmpool.com)

### 3) Approved list of vendor locations that can receive MWCP tire casings

Return Facility name	City
MM Transport 1938 Bayard St	Kansas City, KS
Terminal Consolidation 4010 Argentine	Kansas City, KS
Jung Depot 2400 McCasland Ave	E St. Louis, IL

### 4) What does major mechanical entail?

- a. Bearings
- b. Hubs
- c. Brake Drums
- d. Brake Shoes
- e. Wheel seals
- f. Axle spindles

### 5) Are electrical issues, shorts, and burnt lights covered?

This is not a major repair. The MC has to return the parts to be reimbursed and repairs have to be more than \$50

### 6) Are FMCSA' s covered?

No, unless the FMCSA expired while the MC had the unit out for an extended period of time. This will be determined on a case by case basis.

### 7) What about drop and pick accounts, where the chassis does not come back?

If the tire is not returned the MC would have to provide pictures and the chassis has to be inspected when it returns to a normal pool location.

As per MWCP Road Side Policy, Motor Carrier must submit invoice to the MWCP within 30 days from the date of the repair, no invoice received by MWCP will be processed without copy of the Tire/Component Receipt.

### 8) What if the total for the tire costs more than \$350.00?

Total reimbursement will not exceed \$350.00 per tire.

### 9) What if the Motor Carrier doesn't know at first that it is a major repair and has called their own mechanic?

Then they have the option to complete the repairs to IICL standards and return the parts to CCM for reimbursement. They have to provide the hours, rates, etc., on their invoice to CCM. If the repairs are not to IICL standards, the MC will not be reimbursed and could be billed to bring the repair to IICL/industry standards.

**10) How do I know if a chassis is in the MWCP?**

Chassis that are part of the MWCP will generally be marked with either the word MWCP on the chassis. If you are not sure, you can check the CCM Website

<https://www.chassismanagementsystem.com/CMSystemUnitInquiry>

If you are using EBS or InterStar, they can also tell you.

**11) Does the MWCP reimburse for “used tires”**

When having a tire replaced over the road, please insist on a new OEM or a new recap. If your local vendor tells you they do not have one, call EBS or InterStar, however it will still be up to the Motor Carrier to accept billing and follow steps outlined in MWCP Road Side Policy for reimbursement.

Interstar North America

500 Meijer Drive Suite 300, Florence KY 41042

Dispatch

[dispatch@interstarna.com](mailto:dispatch@interstarna.com)

OR

EBS

425 Fenton Lane, Chicago IL 60185

Michael Sanchez or Tim Arola

[msanchez@ebsoncall.com](mailto:msanchez@ebsoncall.com) OR [tarola@ebsoncall.com](mailto:tarola@ebsoncall.com)