LA/LB Pool of Pools
Frequently Asked Questions

1. **What is the Pool of Pools?**
   The Pool of Pools ("POP") is an arrangement among the three major pools in LA/LB (DCLP, TPSP and FLBP, each a "Participating Pool" or "Chassis Provider") that provides for interoperability of their chassis across an expanded set of 18 common start/stop locations within the major marine and rail facilities in the port complex (each a "Location").
   Under the POP, an authorized user of any of the Participating Pools may utilize any of the over 65,500 chassis in the combined fleet from any of the 18 Locations. Similarly, such authorized user may redeliver that chassis at any of these locations. By creating a large "gray" fleet of chassis that are available across the port complex, the Pool of Pools increases overall efficiency and availability while eliminating chassis splits.

2. **What is a Lead Pool?**
   The Participating Pool that has been designated as liaison for a Location. Currently, the Lead Pools at the Locations are as follows:

Participating Pool	Locations
DCLI	**APMT, YTI, TTI, PCT, SSA-Pier A, WBCT**
Flexi-Van	**ITS, UPRR, TRAPAC, FMS**
TRAC	**BNSF, LBCT, EVERPORT**

3. **How do I contact the Lead Pools?**

   DCLI : DCLPChassis@DCLI.com
   TRAC : TPSP@TracIntermodal.com
   Flexi-Van : FLBP_General@FlexiVan.com

4. **Who do we contact for a Mismatched Chassis at Rail?**

   BNSF: contact TRAC TPSP@TracIntermodal.com

   ICTF: contact FLEXI-Van FLBP_General@FlexiVan.com

5. **Who do we contact for a bad order chassis at a rail ramp?**
   Contact both the Participating Pool that owns the chassis and the Lead Pool for the ramp via email. The Participating Pool's M&R staff will send the repair vendor to inspect and advise if unit is repairable or if a flip is required. If flip is required, the Lead Pool will enter flip.

6. **How to check ownership of chassis or verify if a chassis is a Pool of Pools chassis?**
   Visit the Global Intermodal Equipment Registry (GIER) site at www.GIERRegistry.com and click on "Equipment Inquiry". If there is no record found in GIER, please contact any of the three Participating Pools directly:

   DCLPChassis@DCLI.com TPSP@TracIntermodal.com FLBP_General@FlexiVan.com

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7. **How do I get a Chassis Registration?**
   Determine the owner of the chassis (per FAQ #6, above) and look up the chassis on the corresponding Chassis Providers web site (listed above).

8. **How to obtain a chassis release?**
   Send an email to DispatchTeam@popjrg.com including the following
   - Motor Carrier Company Name
   - Phone Number
   - SCAC Code
   - Quantity
   - Size
   - Container Pick Up Location
   - Ocean Liner company

9. **How do I get a bare chassis from a non-common stop/start location?**
   Follow the instructions provided under FAQ #8, above.

10. **Where do we return genset chassis?**
    Pool of Pools cannot advise the return location on gensets, only bare chassis. Please contact the Ocean Liner company for return location.

11. **Where do we return a bare chassis?**
    POP Repo Group sends an e-modal message advising preferred bare chassis return locations. This is sent out daily via the eModal Broadcast email system.

12. **How does a motor carrier register to reposition POP Chassis?**
    The motor carrier must be an approved carrier for all 3 Chassis Providers. Once approved, motor carrier should request a repo carrier application from the POP Joint Repo Group at dispatchteam@popjrg.com. Only when a motor carrier's application has been fully approved by the Joint Repo Group will the motor carrier be able to accept POP repo dispatches and be able to receive payment for completed repo moves.

13. **Who do we contact for Road Side Assistance on bad order chassis on the street?**
    Contact the Chassis Provider for the respective Ocean Liner company, as indicated in the Chassis Provider/Ocean Liner company Matrix, below.

14. **What if the container and/or chassis are stolen/lost/involved in an accident?**

    If the chassis was bare, contact Chassis Provider.

    If the chassis was mounted with a container, contact the Chassis Provider for the Ocean Liner company, as indicated in the Chassis Provider/Ocean Liner company Matrix, below.

    If only the container was lost, stolen or damaged, contact the Ocean Liner company.

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15. **Who do I contact for a fix it ticket or citation?**
    Contact the Chassis Provider for the Ocean Liner company, as indicated in the Chassis Provider/Ocean Liner company Matrix, below.

16. **Who do I contact if my unit and chassis have been towed?**
    Contact the Chassis Provider for the Ocean Liner company, as indicated in the Chassis Provider/Ocean Liner company Matrix, below.

17. **How do I street turn a chassis?**
    Contact the Chassis Provider for the Ocean Liner company, as indicated in the Chassis Provider/Ocean Liner company Matrix, below.

18. **Who do I contact regarding billing issues? /I am receiving an invoice for a Pool of Pools chassis that I did not move, who should I contact?**
    Contact the party who issued the invoice.

19. **If a POP chassis is being rejected at a terminal, how can I arrange for the terminal to accept the chassis?**
    Advise the POP Repo Group via email (dispatchteam@popjrg.com) for handling.

20. **Who pays split to motor carriers?**
    POP does not pay splits (*see also* FAQ #26).

21. **Where do we find gate hours/schedules/restrictions?**
    Please refer to websites of each Location

22. **What are valid start-stop locations within POP?**
    Please refer the report section of this website http://www.pop-lalb.com/.

23. **My container has a termination point at a container yard, how do I know where to return the chassis?**
    Please refer to the daily e-modal message from the POP Repo Group.

24. **Does the Pool of Pools offer specialized equipment?**
    No.

25. **Does the Pool of Pools facilitate the release of day use chassis other than those contributed by the Participating Pools?**
    No

26. **My bare chassis is being refused at a terminal after terminating empty, who will pay for the diversion fee?**
    Call the Ocean Liner company, as POP does not pay for splits.

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27. My driver is being delayed by abnormal terminal operations, who can I contact for assistance?

Please contact the Chassis Provider for the respective Ocean Liner company for the container (as indicated in the Chassis Provider/Ocean Liner company Matrix, below). The Chassis Provider will then work with the appropriate Lead Pool for the terminal to assist in resolving the issue.

Chassis Provider/Ocean Liner company Matrix		
DCLI	TRAC INTERMODAL	FLEXI VAN
DCLPChassis@DCLI.com	TPSP@TracIntermodal.com	FLBP_General@FlexiVan.com
www.DCLI.com	www.TracIntermodal.com	www.FlexiVan.com
Ocean Liner companies	**Ocean Liner companies**	**Ocean Liner companies**
CSAV	Evergreen	Polynesian
Hapag-Lloyd	Yang Ming	Swire Shipping
Hyundai Merchant Marine (HMM)	ZIM	Ocean Network Express (ONE)
Maersk	Wan Hai	Mariana Express
Pasha Hawaii	SM Lines	CMA-CGM
Mediterranean Shipping Company	Orient Overseas Container	APL
Hamburg Sud	CU Lines	
BAL Shipping Lines	Jin Jiang	
Sea Lead	Iris Logistics	
Transfar Shipping	Lihua Shipping	
Xpress Feeders	Schulte & Bruns	
Neptune Pacific Direct Line	COSCO	
	HEDE International Shipping	