

Military Surface Deployment and Distribution Command
Customer/Carrier Advisory
July 19, 2019
CA-19-07-02/0048

Subject: Effective Use of the Carrier Appointment System (CAS)

Purpose: To facilitate efficiency in transportation of DOD cargo.

Be Advised: CAS is a scalable, automated method for commercial transportation service providers to request appointment times to pick up or deliver cargo and for joint services facilities (depots, ports, terminals, etc.) to manage those appointments in a central, web-based environment. Installations/activities should use due diligence in the management of CAS to ensure the timely delivery and pick-up of cargo and to reduce capacity constraints caused by excess wait times.

Shipping activities are encouraged to conduct advanced shipment planning for all shipments prior to shipment release. This includes checking the Transportation Facilities Guide (TFG) for all destinations and CAS for those destinations that require its use.

Shipping activities must be cognizant of destination hours/days of operation and closings, and plan shipments accordingly to ensure shipments do not arrive at destination outside of activity operating hours. Shippers should comply with the transit times indicated in Defense Transportation Regulation (DTR) Part II, Chapter 202, Tables 202-2 or 202-3.

Transportation Officers are required to update their TFG records in accordance with DTR Part II, Chapter 201, Paragraph Q. This includes a semiannual update for installations participating in the secure holding area program and/or an annual update for installations not participating in the secure holding area program. Installations should also update their TFG record immediately whenever critical operational changes are made, such as changes in operating hours or installation closures (e.g., holiday closure or inventory closure). Appointment times available in CAS should reflect the information contained in the TFG regarding hours/days of operations for the installation/activity.

Tips for Shippers:

Installation/activity TFG pages should include information on CAS usage and associated requirements. Both the TFG and CAS appointment structure should be updated as needed to reflect changes to requirements and operations.

Installation/activity should have a backup plan for when CAS is down. Plan should include instructions for TSPs outlining how to make delivery/pick up appointments during CAS outages. Plan should be included on installation/activity's TFG page.

Each installation/activity that uses CAS must have at least one (1) person with permission to use Site Builder. Site Builders tailor the installation/activity appointment schedule within CAS to reflect the operational needs of the installation.

Site Builders must ensure the appointment structure within CAS supports the throughput capabilities of the installation. In addition to the designated Site Builder, CAS installations/activities may have numerous users who can approve appointments.

CAS accounts will lock after 30 days of nonuse, therefore, users should ensure they log into the system regularly.

If operations can support, users may enable settings in CAS that allow for concurrent appointments. For assistance, contact the SDDC Systems Response Center (SRC) at 1-800-462-2176, option 3.

Installation/activity users should ensure the email notification function in CAS is enabled.

When making changes to the installation appointment structure, Site Builders must contact the SDDC SRC to approve changes.

Installations/activities may utilize the CAS announcement module to provide information to carriers within the system.

Installations/activities must ensure appointments are closed out in CAS upon pick up or delivery by the TSP.

User Guides are available for the following topics:

Facility User Guide:

<https://cas.transport.mil/CAS/Facility/CAS%20Facility%20User%20Guide.pdf>

Site Builder User Guide:

<https://cas.transport.mil/CAS-SB/Content/help/Sitebuilderguide.htm>

Exercise Manager User Guide:

<https://cas.transport.mil/CAS/Exercise/CAS%20Exercise%20Manager%20User%20Guide.pdf>

Exercise Reports User Guide:

<https://cas.transport.mil/CAS/Exercise/CAS%20Exercise%20Reports%20User%20Guide.pdf>

Tips for TSPs:

TSPs should check the TFG for applicable CAS requirements.

In the event CAS is down, TSPs should check the TFG for the installation/activity backup plan.

Delivery appointments must be confirmed by the installation/activity to be considered valid. If confirmation of appointment is not received, contact the installation/activity.

Not all installations utilize CAS to manage appointments. Issues or concerns with non-CAS appointment sites should be directed to the Transportation Officer.

Carrier User Guide:

<https://cas.transport.mil/CAS/Carrier/CAS%20Carrier%20User%20Guide.pdf>

Additional Tips:

For questions or concerns regarding the usage of CAS, or to report a problem with system functionality, CAS users should contact the SDDC SRC.

POC: SDDC Systems Response Center (SRC), 1-800-462-2176 or 618-589-9445

Email: usary.scott.sddc.mbx.g6-scr-cas-hd@mail.mil

SRC Self Service Website: <https://www.sddc-srchelpme.com>

Expiration: None.