

## **DOOS Rules Effective 5/15/2021**

The 2021 DP3 TOS splits all DOOS requests into two types:

1. Requests where the customer is looking for delivery within 7 Government Business Days (GBDs) of contacting the TSP.
  - a. With this type of request, the TSP must deliver within 7 GBDs of receiving the request to avoid paying an inconvenience claim.

Example i. Customer contacts NFC on June 3 and requests delivery for ASAP (Next GBD by default).

1. Shipment must deliver by June 15 to avoid paying inconvenience claim.
2. Shown on Calendar in **BLUE**

Example ii. Customer contacts NFC on June 15 and requests delivery for June 18.

1. Shipment must deliver by June 24 to avoid paying inconvenience claim.
2. Shown on Calendar in **GREEN**

Example iii. Customer contacts NFC on June 21 and requests delivery for June 25.

1. Shipment must deliver by June 30 to avoid paying inconvenience claim.
2. Shown on Calendar in **RED**

June 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3 Customer contacts to request DOOS	4 Requested delivery date	5
6	7	8	9	10	11	12
13	14 Deadline to deliver and avoid claim	15 Customer contacts to request DOOS	16	17	18 Requested delivery date	19
20	21 Customer contacts to request DOOS	22	23	24 Deadline to deliver and avoid claim	25 Requested delivery date	26
27	28	29	30 Deadline to deliver and avoid claim	1	2	

2. Requests where the customer is looking for delivery more than 7 Government Business Days (GBDs) out from contacting the TSP.

- With this type of request, the TSP must deliver within 2 GBDs of the requested delivery date to avoid paying an inconvenience claim.

Example i. Customer contacts NFC on June 1 and requests deliver for June 11.

1. Shipment must deliver by June 15 to avoid paying inconvenience claim.
2. Shown on Calendar in **BLUE**

Example ii. Customer contacts NFC on June 8 and requests delivery for June 23.

1. Shipment must deliver by June 25 to avoid paying inconvenience claim.
2. Shown on Calendar in **GREEN**

Example iii. Customer contacts NFC on June 17 and requests delivery for June 28.

1. Shipment must deliver by June 30 to avoid paying inconvenience claim.
2. Shown on Calendar in **RED**

June 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Customer contacts to request DOOS	2	3	4	5
6	7	8 Customer contacts to request DOOS	9	10	11 Requested delivery date	12
13	14 Delivery window to avoid claim	15 Delivery window to avoid claim	16	17 Customer contacts to request DOOS	18	19
20	21	22	23 Requested delivery date	24	25 Delivery window to avoid claim	26
27	28 Requested delivery date	29 Delivery window to avoid claim	30 Delivery window to avoid claim			