



## FREIGHT SHIPMENT PROCEDURES AND POLICIES

### NOTES FOR CURRENT FREIGHT RATES

#### Pickups

- Pickup rate effective & all-inclusive for any number of orders picked up at a singular location. (For example: One pickup in Norwich, NY of product going to 3 locations in New York City would be billed once for \$50. Each drop would be billed separately.)
- Unlisted surcharges may be applied to quote at the discretion of the Traffic Department if there are irregular circumstances that would make the pickup more costly. This would be fully outlined & disclosed at time of quote.

#### Deliveries—Extra Small

- Defined as what may be carried by a driver with a two-wheel handcart.
- Rate applicable to select locations only. Traffic Dept will determine if an Extra Small delivery is feasible.

#### Deliveries—Full Pallet Rate

- Applies to any shipment larger than the Extra Small designation, regardless of weight, item quantity or value, and to all meat shipments in a standard sized combination bin.
- Frozen temperature service not available on all routes. If frozen product may be shipped at our standard refrigerated temperature (36 degrees) & that is the only option for pickup or to reach its destination, we will bill at refrigerated pallet rate.
- Traffic Dept may have to limit multiple pallet shipments in certain situations due to spatial limitations on given truck runs. Every consideration will be given to options for splitting these shipments into two deliveries. If this must occur, we will bill the subsequent shipments as additional pallets rather than the full pallet rate.
- All pallets must be of a standard size, either 48" x 40" standard American pallet, or 40" x 40" European-style pallet.
- It is assumed that all pallets will be ready for shipment, stacked well in such a manner that protects the shipment and is fully wrapped to the pallet at the time that RA picks up. In any instance that we need to rebuild or rewrap a shipment due to negligence on the part of the shipper, we will assess an additional handling fee.

#### Pickup and Delivery on same route

- This service is less expensive because it does not require storage & handling at our warehouse. If the route crosses the boundaries of our billing regions (i.e. pickup in NYC, delivery in Ithaca on same truck), the higher rate will apply. Our ability to provide this service is at the sole discretion of the RA Traffic Dept.

#### Extra-dimensional freight

- Applies to singular objects that are beyond the size of a pallet (48" long by 40" wide). These will be quoted as multiple pallet shipments, with the closest approximation of how many spaces they occupy on the truck.

#### Driver hand load/unload

- As a trucking company it is undesirable to have our professional drivers' valuable time and energy spent physically handling freight instead of doing what they do best. We must therefore discourage any scenario in which our driver is expected to "fingerprint" the freight –handle without the aid of a pallet jack or other powered equipment. Fresh meat shipments in a combination bin will not incur this surcharge as long as there are adequate staff able to receive the shipment as handed to them by the driver at the tailgate. We reserve the right to refuse to make any unassisted deliveries rather than to apply the surcharge if we feel the driver's hours of service status or physical well-being is at risk.

#### Excessive Detention Time

- Will be applied to quotes in instances where we can expect significant delays at either end. "Significant" will be considered thusly:
  1. If there is an appointment time, detention time will include any period of inactivity preceding the loading or unloading of freight, from the appointment time to the commencement of activity, provided that our driver arrived on time.
  2. If there is no appointment time, we must be given a window of time that is considered fair game for our driver to arrive for pickup or delivery & receive immediate attention. We understand that such "first-come-first-serve" arrangements may involve waiting behind other carriers who arrived earlier. We feel that 30 minutes is a reasonable amount of time for such inactivity; therefore detention time will not be accrued until 30 minutes after our driver's arrival, provided that said arrival was within the agreed window of time. RA Traffic Dept reserves the right to instruct the driver to move on and make other arrangements if excessive detention time is determined to be disruptive to other appointments or delivery windows on the route on a given day.

#### Out-of-Route Miles

- Will be applied to quotes at the sole discretion of RA Traffic Dept when a freight move incurs significant departure from our normal traffic lanes.

#### Handling Fee for meat bin transfers

- Occasionally, some freight customers have tried to save money by putting more meat in a combination bin than it should carry. This not only makes the bin itself unstable, but increases the chance for spoilage of meat by putting too much pressure on the parts of the carcass(es) at the bottom of the bin (not to mention the many instances when animal blood has drained onto the floor of our warehouse & trucks). If the warehouse staff deems it necessary to transfer part of the shipment to another bin for safe & sanitary transportation, the transfer fee will apply.

#### Special Delivery Circumstances

- Transferring freight with a line haul company like Regional Access comes with distinct advantages over common carriers: we can provide dependable, routine service with trucks that run predictable routes every week, as opposed to a fleet scattered across who-knows-where that cannot guarantee service times. The downside to this is that our schedules are somewhat rigid by comparison, and as we acquire more obligations on a route, it becomes more challenging to accommodate special requests that alter the course of the route. Sometimes an opportunity for one of our customers is so essential that we are asked to make it fit into our schedule at all costs –usually on a one-time basis, but sometimes as the establishment of a new routine. The Traffic Dept will attempt to accommodate any such requests without disrupting existing service elsewhere; if disruption is inevitable & will result in lost business elsewhere, we will calculate a surcharge based on our cost incurred to meet these circumstances and add that to our quote.

## POLICIES AND PROCEDURES

1. All new requests for freight moves must be submitted by email to the Traffic Dept for our analysis. Email requests must include as much detail as possible regarding expected pickup & delivery days, times; address, phone number & name of contact person at each end of the move. If the move can be completed by any of our existing truck routes, a quote will be generated & submitted ASAP
2. Each individual freight move must be scheduled independently; there is no such thing as a standing order for pickups or deliveries. Request must be placed by phone or email no less 2 full business days before the first action on the requested move will occur. For example, a pickup on Thursday must be requested by Monday; a pickup on Monday must be requested by the preceding Wednesday.
3. Each freight arrangement will have a designated "Billed To" party. This party may request credit terms from RA if terms are not already established; otherwise the shipment will be designated as either C.O.P (collect on pickup) or C.O.D., whichever is applicable. If the Billed to Party is not present at pickup or delivery & there are no credit terms, the freight charges MUST be prepaid by credit card before the move can begin.
4. When the freight move is confirmed by the Traffic Dept, we will generate & email a Sales Order with a 6-digit order number. This number MUST be included on paperwork generated by the shipper, on standard 8½ x 11" paper, that clearly states the account name, destination, piece count if applicable, **along with any temperature and special handling requirements**. There must be a separate sheet for each order. This paperwork MUST be available for the driver to sign at time of pickup & be sent with the driver so that it remains with the freight at all times. We will staple it to our Bill of Lading & send with the driver to its ultimate destination. If adequate paperwork will not be available at the pickup point, as perhaps in the case of 3<sup>rd</sup> party shippers, it is up to the shipper to fax or email the paperwork to us by the day before the truck is scheduled to leave so that we can get a copy in to the driver's hands before departure.
5. All billing will include a signed copy of our BOL serving as Proof of Delivery. Once received, payment for shipments will be expected within stated credit terms. Any shipper whose account is Past Due will be put on Credit Hold and RA will reserve the right to withhold any future shipments
6. No more than two invoices may be outstanding at any given time. Finance charges of 1.5% per month will be added to account balances over 30 days.
7. If a check is returned by the bank, a \$20.00 fee will be charged to your account and the account will revert back to COD until the returned check is replaced and/ or re-deposited and clears the bank. Two returned checks within a six-month period will result in the account reverting to Cash or Bank Check for all future shipments.

## REGIONAL ACCESS TRAFFIC DEPARTMENT

Primary Contacts: Dana Stafford, [dana@regionalaccess.net](mailto:dana@regionalaccess.net)

Primary Warehouse-Traffic Coordinator: Nick Gardner, [nick@regionalaccess.net](mailto:nick@regionalaccess.net)

Please include all the above addresses on all correspondence pertaining to freight shipments.