



## DUTCHMAN TREE FARMS

### **Freight and Shipping Policies**

Effective 3/1/2019

#### Booking/Tendering

- Booking loads at spot rates is done at an all-in price to include any fuel surcharge or anticipated lumpers/accessorial fees noted in the load comments/rate confirmation.
- Booking loads at pre-arranged rates is "all-in" minus any lumper or accessorial fees.

#### Pickup/Loading

- We are a First In-First Out loading facility. To the greatest extent possible, drivers must check in as early as possible to ensure they are loaded that day/promptly.
- We do have cutoff times for check in that vary by time of year. If a driver checks in past that time, they will not be loaded that day and will be moved to the next day by order of check-in.
- No detention will be granted for loading.

#### Delivery Appointments

- Delivery appointments will either be initially noted on the rate confirmation when booking a load, or a notification will be sent via e-mail to the main point of contact for your company.
- Some loads will have delivery appointments made when the truck is loaded to ensure that a reasonable timeframe to deliver the load is agreed upon by the driver and customer.
- If a delivery appointment is delayed or will be missed, we must be notified IMMEDIATELY to arrange an alternate appointment or time. Failure to notify us may result in a deduction in payment on the load.
- Drivers who arrive early to their appointment must notify us via our point of contact with your company if they want an earlier appointment, and it may only be granted on a case by case basis. No detention is authorized in these cases.

#### Driver communication and notification to customers

- Drivers are always provided with a point of contact for the customer/receiver. It is encouraged to keep in contact with the customer prior to delivery to ensure there is ample notification, so they can have personnel/equipment available to unload.
- Drivers who fail to notify the customer of arrival time/issues may not be unloaded right away, and no detention is authorized in these cases.
- If a driver cannot get in touch with the customer/receiver, they must notify the point of contact with your company to get in contact with us as soon as possible if any issues arise.

#### Weight Tickets

- If the load comments or rate confirmation note that a weight ticket is required, the following criteria must be followed:
  - Empty weight slip dated within 24 hours of taking load provided on arrival
  - Full weight slip prior to delivery
- Both slips must be either sent in via e-mail or fax within 48 hours of delivery
- Failure to obtain either an empty or full weight slip will result in a deduction in payment of the load, based on what the customer/receiver agrees to pay for in lieu of proof of weight, not to exceed the cost of the load.

#### Driver Touch/Tailgating

- Drivers may be asked by either us or the customer to assist in moving loose product or pallets to the back of the truck for further unloading.

#### Final Load Paperwork

- The final signed bill of lading, plus any additional information (i.e. lumper receipts, in and out times, etc) must be sent with the invoice for all loads.

#### Lumpers

- Estimated lumpers will be noted on the rate confirmation. This is included in the all-in rate if booked as a spot bid. Any difference from the estimated and actual lumper fees will be added onto the rate once the lumper receipt is received.
- Final lumper fees will be added to pre-arranged rates when the receipt is sent.
- To reimburse lumper fees, a copy of the lumper receipt must be sent with the final load paperwork. Without a lumper receipt, it will not be reimbursed.

#### Detention Time

- Standard unloading time is 2 hours. If time to unload exceeds 3 hours, we must be notified immediately. We will not consider a request for detention if we are not notified promptly when there is an issue.
- Detention time will be paid at \$50/hr. past two hours on a case by case basis.
- Detention will only be granted by request and approval by Dutchman Tree Farms.
- To validate unloading time and approve detention, the following will be accepted:
  - Final BOL signed by both Customer and Driver with in/out times
  - GPS Time/Location Data with a signed BOL

Any questions about this policy may be submitted to [dispatch@dutchmantreefarms.com](mailto:dispatch@dutchmantreefarms.com).

Sincerely,  
Dutchman Tree Farms, LLC  
Shipping Department