



## DUTCHMAN TREE FARMS

### **Freight and Shipping Policies**

Effective 3/1/2020

#### Bidding

- We DO NOT allow companies to post to public load boards on our behalf (i.e. DAT/Truckstop).
- We expect that you will be using your internal network to cover loads you want to bid on.
- We do monitor all load boards, if we see anyone posting that is not authorized, load portal access will be removed.

#### 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.

#### Estimated Time of Arrival (ETA)

- We set a cutoff time of 3:00 p.m. for loads to check in on weekdays, and 12:00 p.m. on Saturdays.
- If drivers arrive past that time, there is no guarantee to be loaded that day. We do our best to get all trucks loaded on the assigned day, but due a high volume, late check-ins are not suggested.
- We understand the difficulties in getting accurate driver ETAs, but it is vital to ensure we have loading crews available at the time the driver will be here to load.
- If ETAs are continually not provided, or are consistently inaccurate, we may remove you from the list of approved providers.

#### 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.
- If a driver checks in past loading cutoff time, they may 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.
- We DO NOT load on Sundays under any circumstances.

#### 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 contact the customer within 24 hours of delivery or 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 by the customer.
- We do not pay driver touch fees, this may be asked by our customer, and we require that anyone picking up at our facility is aware and able to assist if asked.

#### 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 within (3) hours when there is an issue.
- Detention will only be granted by request and approval by Dutchman Tree Farms.
- Any invoices submitted for detention will be rejected without a prior request via e-mail.
- To validate unloading time and approve detention, only 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

#### Penalties

- **Late Delivery/No Show:** if a load is late for delivery without prior notification to us or the customer, a penalty will be assessed based on standard detention times/rates not to exceed the penalty assigned by the receiver or \$600/day, whichever is greater.
- **Missing Proof of Delivery:** we require a POD is submitted with the invoice, and it is signed by both the customer and driver. Failure to submit a valid POD will result in delays in payment until the delivery can be validated.

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

Sincerely,

Dutchman Tree Farms, LLC  
Shipping Department