



2021 Basic Guide to Shipping and Receiving

Easy Access to Critical Information

- Diversified Transportation Services puts customer service at your fingertips! Just call **800-686-3871** or log into www.dtsone.com to get rate quotes, keep track of your shipments, inquire on the status of a claim, monitor your invoicing and more. You can get a log in at the same toll-free number.
- The Shipper's Info can show you how to:
- Get service routing information and facility phone numbers
- Inquire on the status of a cargo claim
- Get up-to-date news highlights from Diversified Transportation Services and the trucking industry
- Request proof of delivery by PRO number
- If you need more specific information or have questions about the topics covered in this guide, your local Diversified Transportation Services customer service representative will be happy to help you. Call any time to talk to one of our courteous, knowledgeable transportation professionals!

LESS THAN TRUCKLOAD SHIPMENTS

- **INTRODUCTION:**
- The rules and regulations of interstate shipping can sometimes seem overwhelming in the deregulated environment we now live in. There is much to understand to keep things running smoothly.
- For instance, you will need to know how your product is defined by the trucking industry, how to complete important shipping documentation properly, and the right ways to package and secure your freight. You will also want to evaluate the variety of options that are available to you for getting your freight to its destination as quickly and reliably as possible.
- This simple guide to shipping and receiving was designed with you in mind to help you and the people at your business master a few of the more common rules, regulations, and practices that go along with successful shipping and receiving which can be crucial for businesses to survive. We are sure that you will find the information and tips useful.

NATIONAL MOTOR FREIGHT CLASSIFICATION BOOK

- The National Motor Freight Classification (NMFC) is a publication for motor carriers that contain rules, descriptions, and ratings of all commodities moving in commerce. The publication is used to classify freight for rating purposes.
- In the world of interstate shipping, different types of products- from engine parts to furniture to chemicals - are defined according to their makeup. Each product definition is called a classification. The class of your freight plays a prominent role in calculating how much your carrier will charge you for transporting it. Freight classes are catalogued in the National Motor Freight Classification tariff.
- Less than truckload carriers are compensated on a price per hundred pound basis. The NMFC assigns one of eighteen (18) different classifications for each item shipped; ranging from class 50 (slab steel) to class 500 (ping pong balls). The classes and weight breaks are illustrated below. Rates are structured so that as the weight of your shipment increases, the rate per hundred pounds decreases. For very light shipment, most less than truckload carriers will state a minimum charge for the service.
- Historically, the pricing for all classes of freight was expressed as a percentage of the rate for class 100. As an example, freight assigned a classification of 70 would pay 70% of the price (per hundred pounds) for a class 100 rate. While this proportional relationship no longer reflects exact percentages, it does allow a comparison of the relative expense of shipping one product versus another.

- There are four characteristics of every article of freight that are analyzed to determine the NMFC classification. In order of importance they are;
- **1) DENSITY-** Rates are expressed on a price per hundred pound basis so therefore the greater the density of a product the lower the price per hundred pounds will be.
- **2) LIABILITY-** The value of the product, susceptibility of theft, susceptibility to damage, and to damage other freight all come into play in determining the exposure to potential liability the carrier will incur in transporting this commodity.
- **3) STOWABILITY-** How freight stacks in a trailer. Carriers will load freight high and tight in a trailer to best facilitate the careful and safe movement of product. Freight that does not stack well can prove to increase the chances of a freight claim.
- **4) HANDLING EASE-** How easy it is for a carrier to move product on and off trailers and across their shipping dock. Long, bulky freight will often times require special handling and result in increased costs.
- Besides defining commodity classes, the NMFC also assigns item numbers to each type of commodity. The item number is related not only to the commodity itself, but to its; packaging, the material from which the commodity is made, and other considerations.

The NMFC is an excellent reference book for the transportation professional. It describes both shipper and carrier responsibilities. The NMFC includes:

- A list of carriers who participate in the NMFC
- Descriptions of each item/commodity
- Rules specifically for shippers
- Packaging requirements
- Rules of handling claims for loss and damage

Note: Freight classification is moving towards “Density Based Pricing” Because you’ve had your product at a certain class for many years, does not mean it will continue to remain that way. The NMFTA meets quarterly to adjust classifications so it’s important to revisit your products classification on a regular basis.

BEFORE YOU SHIP YOUR PRODUCT

- 1. Prepare your packaging- All goods should be protected with proper packaging in compliance with the National Motor Freight Classification Guide.
- 2. Label every piece clearly and completely. Use complete names and addresses on each piece to ensure that your shipment will arrive intact.
- 3. Complete a bill of lading- The bill of lading is a contract between the shipper and the carrier. It must state the name and address of both the shipper and the consignee, a description of the product being shipped, quantity of cartons or pieces, class and weight, along with any special instructions to the carrier, such as call before delivery or liftgate required.
- 4. Select a carrier- Carriers are usually selected based on the goods you are shipping, the services you require, where your shipment is destined, the transit time required, and the costs associated with these services. Diversified Transportation Services will work with you to ensure that the carrier selected will be best suited to meet your needs.
- 5. Place a pick up request- Once you confirm your order, Diversified Transportation Services will schedule the pick up with the carrier. Most carriers will have a truck at your location the same day. The earlier you call, the more likely you are to get a same day pick up. Our dispatcher will ask you for the information required to help prepare your bill of lading and to ensure that the right equipment will arrive to handle your shipment.

Items to consider when shipping

When getting a quote on a shipment it is important to remember that carrier's have added charges for residential services, liftgates, call before delivery and "limited access" locations.

Limited access locations include but are not limited to:

- Amusement parks, Fairs, Outdoor Events
- Places of Worship, Rectories
- Mines, quarries, gas and oil fields
- Schools, private and public, Universities even those with stand alone warehouses and loading docks.
- Police Stations, Fire Stations, Jails, Prisons and Camps
- Self Storage units

Residential pick ups and deliveries:

- Many home-based businesses now exist, and these will automatically generate charges for Liftgate, Call before delivery, and the residential charge.
- Be sure to include the receivers phone number and e mail address so the carrier can set an appointment for the delivery.

Who's tariff is being used?

When you are working carrier direct, you'll receive a tariff page. In most cases 1 to 2 pages with your pricing and some other items such as what you'll pay for added services. At the end of that you'll find verbiage such as Governing Rules Tariff from rules tariff 100. In many cases there can be 2 or more rules tariffs that apply.

It's up to you to read the rules tariff periodically to keep up with the changes. These updates are usually done quarterly, and a carrier rules tariff can be anywhere from 40 pages to over 400 pages.

Carriers are not held to a set schedule for updating their rules tariffs and they are not required to inform their customers of the changes. We have seen carriers update their rules tariffs as many as 13 times in 1 year.

If you're using a broker, then the contract that broker has with that specific carrier is what is used for determining services performed and at what price they are performed at. The brokers tariff will also outline cargo liability limits and costs for remote locations.

Brokers are not immune to the mid year changes that carriers often add to their rules tariffs, so it's important for the broker rep or Operations person to stay well informed and make a practice of reviewing this information.

Broker reps in some cases have more latitude to fix a problem for the customer than a carrier rep but these are typically on a per situation basis.

THE BILL OF LADING

- Your bill of lading is an important document. It is a contract and it acts as a receipt for the goods being transported. Take the time to fill out the bill of lading completely and correctly, since this will help ensure the likelihood of error free delivery to your customer. A correct bill of lading will also help ensure that you are invoiced accurately for the services provided.
- Diversified Transportation Services can provide bills of lading for you. They are available from either your sales representative or our operations department.
- As a courtesy, our operations department can either fax or email a completed bill of lading for your shipment. Please review all bills of lading carefully for accuracy and modify them as needed before signing them in preparation of tendering the freight to the carrier.
- Diversified Transportation Services makes no representation as to the accuracy of the information prepared on the bill of lading. You will be responsible to confirm the accuracy of the information on the bill of lading before you release your shipment to the trucking company.

NOTE: You may make any adjustments to the bill of lading you think is needed to make it more accurate or contact us and we will make those changes and re-send it to you.

Giving inaccurate information to secure a lower rate will subject the shipper to reweight or re-classification and can result in the carriers denial of a freight claim in the event of loss or damage.

How a Freight Rate is Calculated: How Much Will it Cost?

- Freight rates are based on many factors, including:
- The distance the shipment is moving
- The shipment's weight
- The shipment's density
- The commodity's susceptibility to damage
- The value of the commodity
- The commodity's ability to be loaded and handling characteristics

- The sample rate matrix below illustrates (on a price per hundred pounds, or fraction thereof), how a carrier's rate table might look for rates between two zip codes. Weight breaks are indicated across the top. The classes are listed down the left side.

| SAMPLE MATRIX OF WEIGHT BREAK AND FREIGHT CLASS | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|
| Class | L5C | 5C | 1M | 2M | 5M | 10M | ≥ 20M |
| 50 | 34.30 | 28.32 | 24.25 | 23.04 | 17.58 | 15.74 | 10.47 |
| 55 | 36.94 | 30.50 | 26.12 | 24.82 | 18.93 | 17.41 | 11.58 |
| 60 | 39.59 | 32.69 | 27.99 | 26.60 | 20.29 | 19.08 | 12.69 |
| 65 | 41.94 | 34.64 | 29.66 | 28.18 | 21.49 | 20.27 | 13.48 |
| 70 | 44.64 | 36.86 | 31.56 | 29.99 | 22.88 | 21.94 | 14.59 |
| 77.5 | 48.10 | 39.72 | 34.01 | 32.32 | 24.65 | 23.85 | 15.86 |
| 85 | 51.90 | 42.86 | 36.70 | 34.87 | 26.60 | 26.24 | 17.45 |
| 92.5 | 55.89 | 46.15 | 39.52 | 37.56 | 28.64 | 28.38 | 18.87 |
| 100 | 60.27 | 49.77 | 42.61 | 40.50 | 30.89 | 30.77 | 20.46 |

Note in the sample matrix how the price per hundred pounds will increase as the class goes up. Also note how the rates decrease as the weight break increases. There is a similar rate table for every origin/designation zip code combination serviced by a carrier.

NMFC Item For Displays Pre 2021

- **57410Displays** and related articles, **viz.:**
- **Cases**, store display, other than furniture, NOI;
- **Displays, Figures or Images**, advertising or merchandising, NOI, prepaid;
- **Displays or Display Systems**, cast stone, with or without inserts;
- **Fixtures**, store display, NOI;
- **Hooks**, merchandise display (**Display Hooks**), NOI, see Note, item 57411;
- **Racks or Stands**, store display;
- In boxes or crates, subject to Items 170 and 171 and having a density in pounds per cubic foot of:

| | | |
|---------|---------------------|------------|
| • Sub 1 | Less than 1 | Class 400 |
| • Sub 2 | 1 but less than 2 | Class 300 |
| • Sub 3 | 2 but less than 4 | Class 250 |
| • Sub 4 | 4 but less than 6 | Class 175 |
| • Sub 5 | 6 but less than 8 | Class 125 |
| • Sub 6 | 8 but less than 10 | Class 100 |
| • Sub 7 | 10 but less than 12 | Class 92.5 |
| • Sub 8 | 12 but less than 15 | Class 85 |
| • Sub 9 | 15 or greater | Class 70 |
- **7057411NOTE**-Also applies on **Pegboard Hooks (Perfboard Hooks) or Slatwall Hooks** used for purposes other than merchandise display.

Effect of class on rates

The difference in rate between class 70 and class 250 varies with carriers and transit lanes. However, the one thing to remember is that there is a difference and it's huge. Anywhere from 155% to 240%.

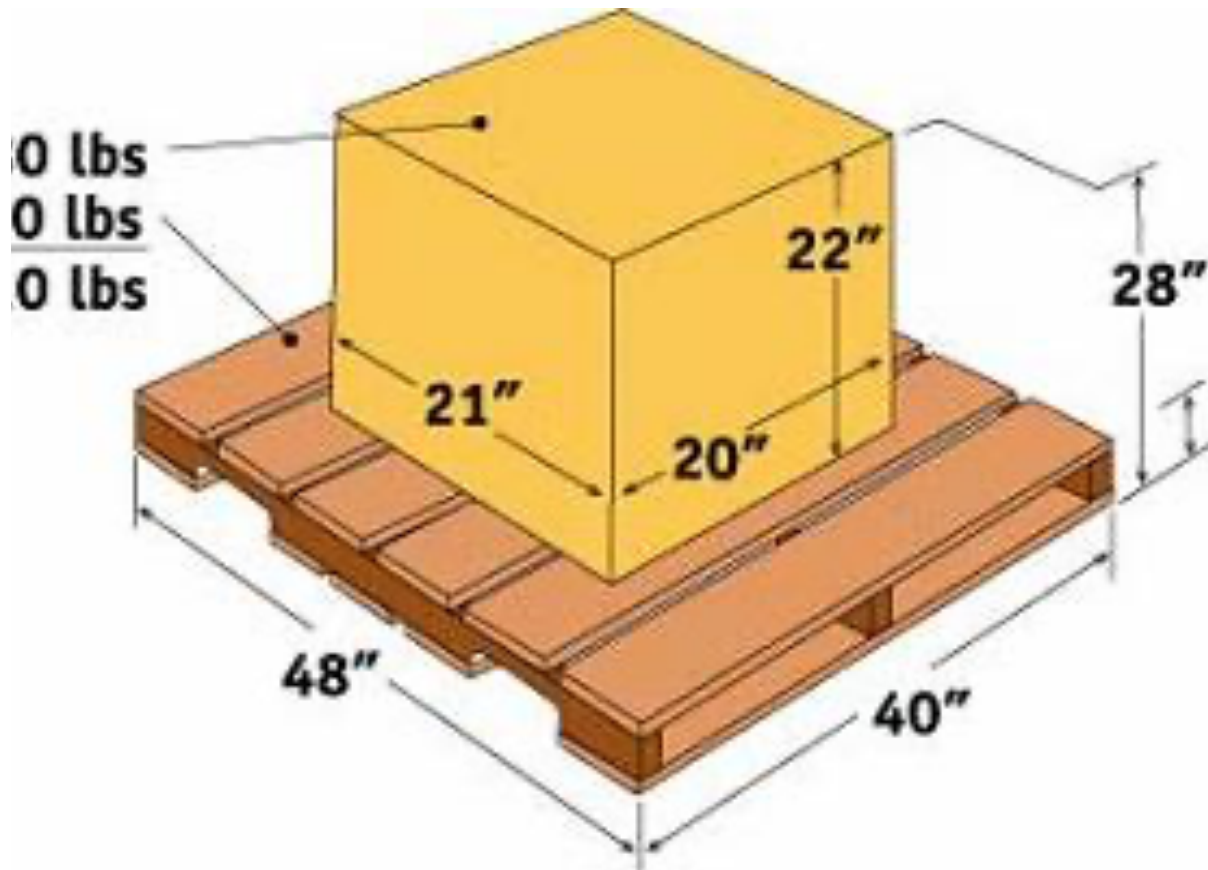
NMFC Item 171, the "Bumping Rule" had in theory allowed a shipper to pay for extra weight do drop the class to the next level down. In density based products it would drop from class 250 to class 175 or roughly a 30% drop in the rate.

This rule has recently been eliminated from the NMFC rules.

It is imperative that when determining the class of density based freight all weights measurements are accurate since there is very little room for error.

In addition to having to pay the added costs of more weight and and possibly a higher class of freight the carriers are also charging fees as high as \$75.00 for the inspection and costs of adjusting the charges.

Since the carriers use laser measuring devices, it is nearly impossible to dispute the charges.



How big is this box? Item 680 Would Apply

The correct answer is 48"x40"x28" Carriers base the size off of the longest measurements in each direction, even if it's just a flap on a box sticking out.

This box at 90 lbs 5.34 cubic feet and 16.83 pcf is class 70

On the pallet it's 31.1 cu. ft. and 3.86 pcf at class 250 including the pallet weight.

The rate increase is roughly 216%

Proper Palletizing

The photo represents a well stacked and palletized shipment.

Note the corner boards and cartons do not overhang the pallet thus minimizing the chance of damage when handling by LTL carriers.

For LTL carriers the ideal dimensions are 48"x40"x48" and able to be stacked.

Additional labeling like "Top Freight Only", "Fragile" or "Do Not Double Stack" will also assist carriers with the specific needs of your shipment, but may also trigger additional rules.



Carriers use of Laser Measurement Devices

Since early 2016 the trucking companies have made a move to laser measuring devices commonly referred to as “Dimensioners”

These units can photograph, measure, weigh and calculate the density of a pallet within 8 seconds.

Anything sticking up off of the pallet or shipping unit that can block a beam of light can trigger a reclassification of your freight.

Freight that is class 200 at 4.1 pcf instantly becomes class 250 at 3.98 pcf.

<http://www.dtsone.com/dimensioner-actually-work-real-life-environment/>



Be aware of anything protruding from the top or sides of the pallet.

Packaging Rule NMFC Item 680

Any item shipped that is less than 65% of the vessel or container it is being shipped in or on is subject to the class of the applicable density in accordance with the NMFC.

Example: 1-55 gallon drum of soy sauce item 73227 is class 60 at 516 lbs. including the drum that measures 23" Dia. X 34" Hgt.

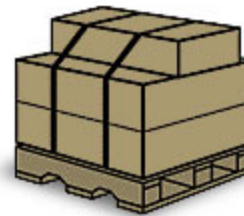
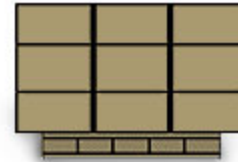
Set that on a 48" x 48" pallet your class 60 drum is only 23% of the pallet space.

Your new class is based on 48" L x 48" W x 40" H 566 lbs. including 50 lbs. for the pallet. Now class 92.5 the rate increases approximately 26% on the same shipment.

There is much more to the packaging rule under item 680 so e mail us for the most recent copy of the rule.

Preparing Your Package

- Proper packaging is a must. Don't ship your goods without proper protection. Many claims and damages arise from improper packaging -- and packaging errors may eliminate or reduce your carrier's liability.
- The pictures below should help you visualize the best way to package and secure your goods.
- When possible, heavy, bulky items should be placed on pallets for improved handling. To maximize carton strength, stack cartons on the pallet vertically. You can secure cartons to a pallet with banding, shrink-wrap, stretch-wrap, or breakaway adhesive.
- Cartons should be stacked squarely on the skid, with no overhang. Box flaps and corrugations should face up. Make the top surface as flat as possible.



Damage can occur if cartons overhang the pallet, because there is no support for the freight in transit.

Damage can occur when a pallet doesn't have a flat top surface. Place single containers on an outside corner or ship them loose.

Loads made from different size containers may not be uniform enough to have unit strength.

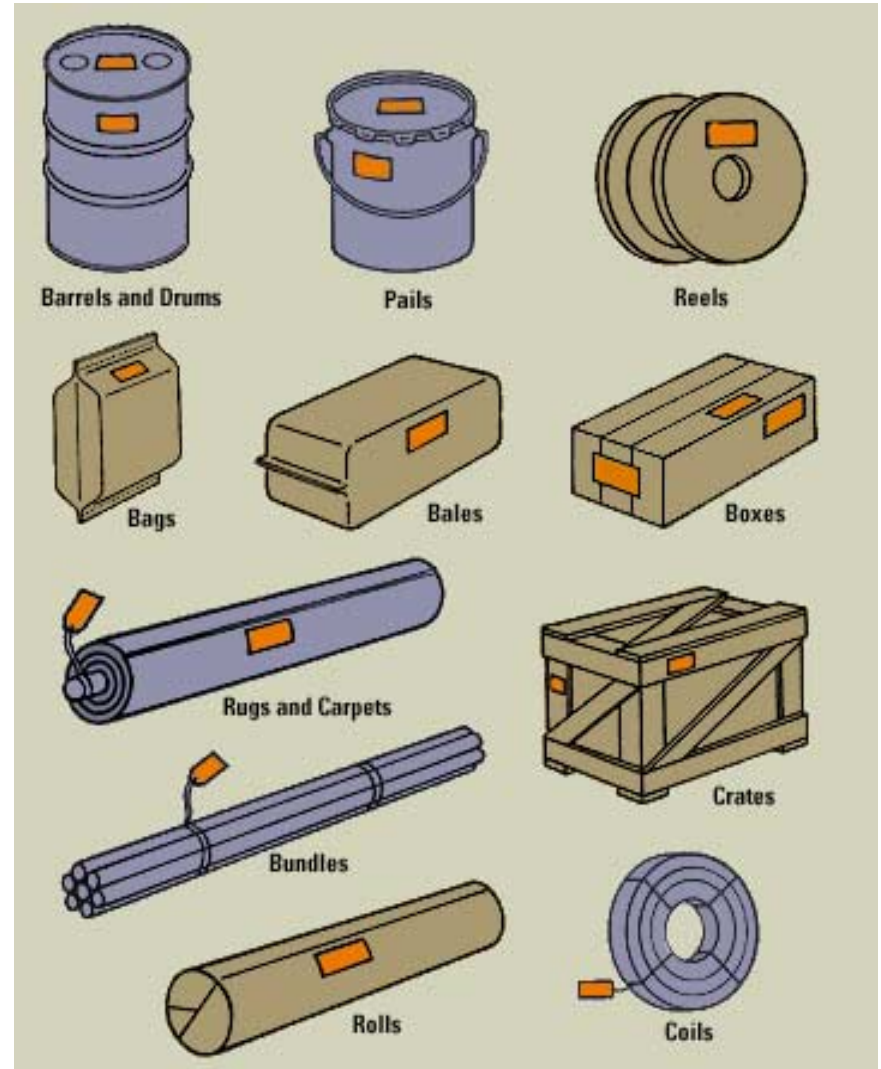
Stacking strength is lost when pallets are improperly loaded.

- Pallet overhang loses up to 32% of carton strength.
- Interlocked pattern loses up to 50% of carton strength.
- Misalignment loses up to 30% of carton strength.



Proper Labeling

- Shipping labels must be placed on every piece of your shipment. The shipper and consignee information must match the bill of lading information exactly, and your labels must be legible and complete.
- Ideally, you should place labels securely on both the long and short sides of each piece. DOT hazardous material labels are required when shipping DOT hazardous materials. Unless specifically provided for elsewhere in the NMFC, address markings must be located approximately as shown in the following examples. The location shown indicates the top, a side, or an end. If more than one location is shown, you may choose which one to use.



Remember it is the LAW!

§ 80113. Liability for nonreceipt, misdescription, and improper loading.

This section is rather long so in short

It is a crime to misrepresent freight in order to secure a lower class and pay the carrier less money. In addition, if you have a claim for loss or damage and you declared class 50 nuts and bolts and it should have been class 150 motorcycle you will not be paid for the loss.

While most carriers won't press for prosecution they will reclassify your freight and in most cases along with the increase in the rate there is also a fee associated with their service, typically between \$25.00 and \$75.00 depending on the carrier. This fee is in addition to whatever costs are incurred due to added weight or change of class.

Receiving Freight: Clear Delivery

- Receiving freight can be as easy as sending it if you follow a few steps:
- Stay in contact with your supplier to find out when your shipment was shipped, what carrier it was given to, and an approximate arrival date.
- When the shipment is delivered, inspect it immediately for obvious signs of damage.
- Compare the number of shipping units received to the number listed on the delivery receipt.
- The driver will help you receive your shipment and answer your questions.
- While the driver is there, compare the pieces of freight you are receiving to the delivery receipt. NOTE: The delivery receipt will often state 2 SWP and not show a piece count. If there is no specific piece count noted a claim for shortage will automatically be denied.
- If condition and quantity of your freight is acceptable, the driver will ask you to sign the delivery receipt. The driver will give you a copy, and take the original signed copy with him/her (as proof of delivery) for his/her employer's records.
- A signed delivery receipt with no **exceptions**, is called a "clear delivery." Clear deliveries mean that there were no shortages or visible damage at the time of delivery.
- An invoice for the shipment will be sent to the appropriate party soon after pickup or delivery has been made, depending on whether the shipment is prepaid or collect. Questions regarding the amounts shown on the bill should be directed to your sales representative.
- If a shipment is either short or damaged, you should still accept the delivery unless the item is rendered essentially useless. Make sure you note the condition and quantity of pieces you are receiving on the delivery receipt. It's the legal duty of the shipper and the consignee to mitigate or minimize the extent of the loss. After you accept the shipment, take steps to protect the shipment from further loss and file a claim for the actual shortages or damages involved promptly.

Claims and Exceptions

Although carriers strive to make sure every shipment arrives intact and undamaged, problems do occur. If all or part of your shipment is lost or damaged, contact your carrier or representative to file a claim.

All claims, **when noted on the delivery receipt and signed by the driver** (damage and shortage) must be filed **within 9 months of delivery**. After that the carrier will not accept liability and is not legally obligated to do so. It is advisable to file the claim as soon as possible.

If an entire shipment is lost and never delivered, the claim must be filed within nine months after the shipment should be reasonably delivered.

The exception to this would be claims for concealed damage, by a recent change to the NMFC, any carrier can allow only **5 calendar** days (as of April 27 2015), for a customer to notify the trucking company in writing of damage that was not indicated on the delivery receipt at the time of delivery.

NMFC Item 300135 (e) If a clear delivery receipt is available on the shipment, e.g. no damage or shortage is noted, the claimant must provide documentation showing that damage or loss occurred prior to delivery

Note: Claims on shipments handled by Diversified Transportation Services will be filed with the carrier on your behalf for your convenience. All claims will be filed directly with the carrier that was actually contracted to transport the goods.

Inspecting your shipment

The freight pictured here was delivered and the person receiving did not make any indication of damaged items on the delivery receipt.

The day after the delivery the receiver made contact with the shipper to report a problem and make a claim for concealed damage.

Clearly this damage is very obvious, and the carrier contends that the freight was damaged after the delivery was made.

Be sure to tell the receiver they have a responsibility to inspect and indicate loss or damage on the delivery receipt. Without a notation of damage, **YOU WILL NOT BE PAID FOR YOUR LOSS.**



Regarding Concealed Damage

- Note that a carrier is no longer obligated to accept your concealed damage claim if it has been more than 5 business days since the shipment delivered.
- While the carrier may accept the claim for consideration the likelihood of the carrier making any payment toward the damages is very limited if there is no notation of damage at the time of delivery.
- Carriers will not pay on a claim for loss under any circumstances if the shortage or damage is not noted on the delivery receipt. They will cite “clear delivery” and deny your claim.
- Some receivers will write “**Subject to Inspection**” on the delivery receipt. Because the carrier’s representative, (the driver) is not present to witness the inspection the carrier will argue that the damage was done after the delivery was made and the claim will be denied.
- **IT IS THE RECEIVERS RESPONSIBILITY TO INSPECT THE FREIGHT IN THE PRESENCE OF THE DRIVER AT THE TIME OF DELIVERY.**

The Claim Process

We all want to have a claim handled in a prompt manner, however we must acknowledge that carriers operate on a very slim profit margin and claims are in most cases paid from their bottom line profits and handled by a small staff that is very skilled in looking at the details of the claim being filed.

Federal Law, under the Carmack Amendment requires that all parties have a duty to mitigate the claim so that it has the least amount of financial impact to both parties.

Once your claim is filed, the carrier has 30 days to respond in writing that they have received your claim.

They then have 4 months to investigate and draw a conclusion and determine whether they will pay the claim as filed or request that you resubmit your documents showing more proof of carrier liability.

To file a claim you will need the following:

Original bill of lading signed by the driver, delivery receipt signed by the receiver, commercial invoice showing all products on the shipment including prices and discounts and the signed claim form. Photos of the shipment may also help.

What you can claim

Keep in mind when calculating the cost of the claim, carriers are willing to work with shippers to have a fair settlement.

The shipper has the right to be paid in full for the invoiced amount of the loss or damage when shipping to an end user. All parties must negotiate in good faith.

If the shipment is going to a warehouse that is under the control of the shipper (stock transfer) then the carrier can request to pay the shippers cost, since the shipper has not actually sold the product to a customer.

Unless there is a line item for the cost of freight on the commercial invoice, the carrier will not pay for freight because it is presumed to be factored into the cost of the product. In many cases the carrier will ask for the freight charges to be claimed separately.

Carriers will not pay for expedited shipping or handling of replacement product. No exceptions. **Nor will a carrier pay for “consequential damages” such as production shut downs, lost profits or lost time by employees.**

In the event of a “concealed damage”, if the carrier pays on the claim, they will pay only 1/3 because they cannot prove it was carrier liability or that of the shipper or the consignee so the carrier splits liability 3 ways.

Recent changes to the NMFC rules now state that a claimant must prove that the damage occurred while in the possession of the carrier. There is no concealed loss. If the shipment is not signed for as short at the time of delivery any claim of missing freight will be denied.

What You Cannot Claim

Carriers will deny claims for a variety of reasons and there are also reasons for denial due to what is not covered.

Below is a list of items that cannot be claimed.

- “Consequential Damages” The impact of lost sales or Staff that is unable to perform their duties as a result of the lost, damaged or delayed freight.
- Any cost not related to specific value of the item damaged or lost.
- Reshipment by a means other than standard shipping.
- Freight charges if Shipping and Handling is not a line item on the original invoice.
- Retail labor costs for repair if performed by a party of the claim.
- Contract labor must be documented by start and stop times as well as rest or lunch breaks and the skill level required to perform the task. This can be subjective and depends on the experience of the claims adjuster.

Consequential Damages

Consequential Damages are interpreted by the shipping industry as costs incurred outside of loss or damage to the actual item being shipped. Costs such as, charge backs from receivers due to missed or late deliveries, a construction crew waiting for the truck to arrive, or lost profits because the carrier failed to deliver at the trade show on time are not recoverable from the carrier, forwarder or broker.

Many companies ship products that **MUST** arrive at a specific date or time to meet a construction crew or meet production schedules. If the delivery is of great importance, this information must be given at the time the shipment is scheduled and quoted. We often find that shippers are looking for the cheapest carrier to handle the shipment. Unfortunately, the cheapest carrier will likely disappoint all the parties involved with a late delivery.

For this reason all carriers and brokers have clauses in their contracts which note that claims for consequential damages will not be paid and these clauses are supported by the courts and case law.

If the freight **MUST** arrive by a certain date, then use a carrier that will guarantee the delivery.

Shipping Recap

- As often as possible be sure the cartons do not overhang the pallet.
- Always let the carrier know what services are required for both pick up and delivery, such as liftgate or residential delivery.
- Always check the condition of your packaging, reseal any cartons that you suspect may open in transit.
- Always check to be sure the freight is securely strapped to the pallet.
- Always attach any special handling requirement to the freight being shipped, examples: Top Freight only, Do Not Break wrap etc. as well as writing it on the bill of lading.
- Always check labeling before the shipment is picked up.
- Always **have the driver sign for the number of pieces being shipped.**
- Always **double check what the driver has signed for.** If the driver signs for 3 pallets and you shipped 30 boxes you will be exposed to risk of losing on a claim since all they need to deliver is 3 pallets regardless of the piece count!

Shipping Worksheet Info

The information needed for dispatch

- Pick up location, including: Company name, contact person, address, zip code, phone and fax number and what time they close.
- The actual commodity being shipped and be as specific as possible.
- The actual class if you know it and the weight including all packaging and pallets.
- The dimensions of the pallet(s) being shipped if the product is a density item.
- The invoice value of the shipment for insurance purposes.
- Purchase order or pick up numbers required by the shipper or consignee.
- The destination location, including: Company name, contact person, address, zip code, phone and fax number and what time they close.
- What transit time is required?
- What extra services are required by either party to make complete the shipment. Such as liftgate, appointments, inside delivery or COD. Adding these items after the shipment has picked up can have a dramatic impact on your invoice.

Why do we need to tell you the value?

When you call most carriers they do not ask too many question about what they are going to be picking up. Their rules tariff spell out what they will pay in the event of a claim.

DTS believes that we have a responsibility to our customers to protect them in the event of a loss or damage to their freight.

In the past the ICC required \$25.00 per pound per package in cargo liability . In March 2012 Congress passed legislation that carriers are no longer responsible to insure a shipper's freight.

LTL carriers now have a variety of values. Many carriers only allow 10 cents per pound for specific items such as used, rebuilt or refurbished items . (Playground sand is about 8 cents per lb.)

One rule that most shippers are unaware of is that in the case of “class exceptions” such as class 85 being billed at class 50 the class 50 insurance rate is what your freight is covered for.

DTS also offers a supplemental policy at a rate far below that of the LTL carriers.

Printable worksheet

Shipper: _____

Address: _____

City: _____ State: _____ Zip*: _____

Contact: _____

Phone: _____ Fax: _____

E mail: _____

Ship Date*: _____ Ready _____

Close time: _____

Appointment Req: Yes No

Service Required circle one Van / Flatbed / Reefer / Air expedited

Commodity :* _____ NMFC#: _____ Class: _____ Weight:* _____

Hand Stack: Yes ___ No ___ Palletized: Yes ___ No ___

Stackable Pallets:* Yes ___ No ___ Pallet size:* L ___ / W ___ / H ___

Dimensions of cartons _____

Value of Shipment: * _____ P.O. Number : _____

Additional Services Requested: Liftgate:* _____ Inside Delivery:* _____

Residential Delivery:* _____ Government Delivery: * _____

COD:* _____ Amount to be collected: \$ _____ Cashiers check/ Check _____

Notes/ Special Requests:* _____

Not all items are required, however the more information given the more accurate the quote.._Items noted with an asterisk may affect the rate quote or must be present for the quote to be processed.

Receiver: _____

Address: _____

City: _____ State: _____ Zip*: _____

Contact: _____

Phone: _____ Fax: _____

E mail: _____

Expected Delivery Date:* _____

Receiving Hours: _____

Appointment Req:* Yes No

Receiving Recap

The receiver's responsibility

- When a shipment arrives:
- Always check the paperwork for accuracy. Is it the right address, product, etc.
- Always **inspect the shipment before signing** for it, **note any damage on the delivery receipt and bring it to the drivers attention.** This could be ripped, crushed or torn boxes or water damage or even footprints on the packaging.
- Always take note of the condition of the shrink wrap, does it look as though someone has tampered with it or hand wrapped the pallet?
- Always **count every piece and write it down on the delivery receipt, have the driver sign for the piece count regardless of what the delivery receipt says.** (Many carriers will just write in a pallet count.)

We all get busy and try to save a few extra minutes by cutting corners, however, these simple steps can save you a lot of time and expense in dealing with carriers and filing claims, worse yet, the denial of claims being paid because nobody made a notation on the delivery receipt about the missing or damaged box.

- The next page can be printed and distributed for shippers and receivers. Please distribute to your customers . We distribute this as a service for our customers.

Basic Shipping and Receiving Procedures

This is to inform you of important procedures for shipping and receiving.
These basic procedures should be followed on all shipments not just those handled by DTS.

- **Upon arrival of the shipment, it is the responsibility of the receiver to do the following while the driver is in your presence.**
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- Inspect the shipment for any kind of damage, including wet, torn or crushed packaging or torn or rolled up shrink wrap (a sign of possible concealed damage).
- Do not write “**Subject to inspection**” on a delivery receipt, the carrier will consider this statement as accepted in good order and **will not pay the claim**.
- Anything that is suspect to damage must be inspected in the drivers' presence.
- **Count every piece of freight and write the total on the delivery receipt**, also note any damage or shortage on the delivery receipt and have the driver sign the notation.
- Never sign for a pallet count, if you are unsure what the count should be, count the actual number of pieces, (example 150 cartons on 4 pallets) and note that on the bill of lading and have the driver sign it.
- If the driver claims the rest of the shipment will be delivered tomorrow call Diversified Transportation Services @ **800-686-3871** and we will assist you. **COUNT THE CARTONS THAT HAVE BEEN DELIVERED AND NOTE THE PIECE COUNT ON THE DELIVERY RECEIPT, THEN NOTE THE SHORTAGE.**
- **SHIPPER NOTE: Do not allow a driver to write SWP (shrink wrapped pallet) or STC (said to contain)**, these terms are used by carriers to indicate that the driver is only responsible for pallet count. **If these terms appear anywhere on your bill of lading and a shortage occurs, your claim will be denied by the carrier.**
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- **If you sign the Delivery Receipt, and later find a shortage of product, the carrier will not honor the claim for the shortage. NO EXCEPTIONS**
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- If you sign the delivery receipt and later find damage to the shipment you were not aware of at the time the shipment was received, you have 15 calendar days to report the concealed damage to the trucking company and file a claim, after that the carrier has no legal obligation to accept your claim. **Carriers rarely pay claims on concealed damage and if they do it will only be 1/3 the amount of the claim. If you do not sign for damage or loss at the time of delivery your claim will be denied.** Contact Diversified Transportation Services and we will assist you.
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- Fred Marcher
- Diversified Transportation Services
- 800-686-3871 or 951-712-0851 E mail teamfred@dtsone.com
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- **To trace your shipment or for more detailed information about handling freight online go to www.dtsone.com and under Online Resources click on shipment tracking, then enter the DTS load number also review the various information links under this tab. Or contact DTS for assistance.**
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- If you have received this fax you are either a shipper or consignee of freight being handled by DTS

DTS Contact Information

The goal of Diversified Transportation Services is to provide our customers with best service and best value for their transportation dollar.

We review thousands of tariff pages and trade articles annually and DTS has ongoing training programs to provide you with the most knowledgeable staff and sales reps in the industry.

You are the number one priority and earning your trust and long term business relationship is our goal.

You may contact the staff or I at any of the numbers listed to the right.

Thank you for your business!

Murrieta Office

Phone 951-699-3671

Fax 951-699-3871

dispatch@dtstone.com

Falls Church VA. Office

Phone 310-521-1900 x 7001

Fax 866-832-1780

dispatch@dtstone.com

Torrance CA office

Phone 310-521-1200

dispatch@dtstone.com