

**4 WAY
LOGISTICS
INCORPORATED®**

Shipping LTL - Frequently Asked Questions

What is an LTL "Common" Carrier?

Less-than-Truckload or LTL common carriers move many different customer's shipments on the same truck. Many of these carriers operate on a hub-and-spoke system. This means that they have a local terminal that is responsible for picking up a shipment and then moving all of their shipments into a main shipping hub for their particular region to be sorted and sent to a final destination terminal for delivery.

When should I use a common carrier?

Traditionally, if your item weighs more than 150 lbs., shipping with an LTL carrier is more economical than using a parcel service. If your shipment weighs more than 8,000 lbs, or takes up more than 12 feet (6 standard pallets) of a truck, you may be better off using a contract carrier. Call 4 Way Logistics for spot pricing on these types of shipments.

What are Accessorial Charges?

LTL carriers also have add-on charges or accessorials for any "special services" that they provide. Anything beyond a simple dock pick-up and dock delivery is considered "special" for LTL carriers. These extra charges are commonly called accessorial charges. All carriers have these published in their "Rules" tariff which can be from 20 to 200 pages. Some common examples of these would be:

- Lift Gate Pick Up or Delivery
- Residential Pick Up or Delivery
- Inside Pick Up or Delivery
- Appointment Notification Prior to Pick Up or Delivery
- Sort and Segregation by Driver
- Hazardous Materials Fee
- Delay Time
- Reconsignment
- Convention or Trade Show Deliveries
- Non Commercial & Job Site Deliveries
- Boarder Crossing Fees
- Re-Weigh and Re-Classification
- Billing Change (especially when proper BOL not used)

What is Limited Access or Non Commercial?

The carrier defines a business as a location that opens and closes to the general public at set times each day in normal business areas. Due to carriers ability to make timely deliveries, that have additional charges for Limited Access or Non Commercial Pick Ups or Deliveries. Areas considered to have Limited Access include:

- Mini Storage units
- Construction Sites
- Fairs or Carnivals
- Prisons
- Military Bases / Installations
- Mine Sites



4 WAY LOGISTICS INCORPORATED®

Ares considered to be Non Commercial include:

- Private Residences / Apartment Complexes
- Some Schools (especially without receiving docks)
- Churches
- Camps
- Dormitories
- Business conducted from residences

If the driver is required to go inside (beyond the front door or loading dock) to pickup or deliver a load instead of remaining on the dock or in his truck, additional fees may be applied. When the shipping or receiving address does not have a loading dock, manual loading or unloading is necessary. A lift-gate is a platform at the back of the truck that can raise and lower a shipment from the ground to the truck. Additional fees apply for this service.

What is a Fuel Surcharge?

A Fuel Surcharge is imposed by carriers when fuel prices reach over certain levels. Fuel Surcharges are usually tied to DOT Fuel Index which is updated weekly. This would be reflected in the rates accessed on LTLMarketplace.com, and would explain why the rate may vary slightly week to week.

Are transit times guaranteed?

Transit times are guaranteed only if displayed as "guaranteed" on the carrier options list returned for your quote. All other transit times are reliable, but not guaranteed. Transit times do not include the day of pickup or Saturday, Sunday or Holidays.

What happens if my shipment isn't ready when the driver comes?

In most cases, the driver will not wait. The driver will be dispatched for the following day, which delays your shipment. You will be charged a fee if the carrier charges 4 Way Logistics, Inc. for the attempted pickup.

Can I estimate the weight of my shipment?

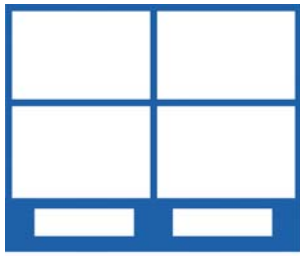
If an inaccurate weight or class is used and a shipment is re-weighed or re-classed by the carrier, those costs may be passed on to you. Re-weighing may also delay delivery.

What if my shipment is lost or damaged?

Liability of claims is directly between the shipper, consignee and the carrier. 4 Way Logistics, Inc. is not involved in the actual claims process and has no influence in the carrier's claim decision. Claims with the carrier must be filed within 90 days of delivery. The claimant should only file for loss or damage on the product which was shipped. ALWAYS be as concise as possible in noting specific damage on the delivery receipt. As a service to our customers, we will fill out the claim paperwork for you and advise the proper backup to send with the claim.

Do I call the carrier to schedule a Pick Up?

Please do not call the freight carrier or terminal - this will duplicate the pickup. When you schedule on LTLMarketplace.com, we advise the carrier.



4 WAY LOGISTICS INCORPORATED®

What should I do with the Bill of Lading?

Please make sure the Bill of Lading you prepared in the LTLMarketplace.com system is correct. If you need to make changes, call us at 800-282-4990. It is important that the BOL be given to the truck driver when he makes the pickup. Keep a signed copy for your records in case of a claim.

How should I package my shipments?

Please package, crate or stack on pallets securely to prevent damage. Secure cartons to the pallet with banding, shrink-wrap, stretch-wrap or breakaway adhesive. Improper packaging may void the carrier's liability for damage. Stack cartons squarely on the skid with no overhang. Be sure the top surface is flat. Labels must be placed on every piece or package.

Can I have my shipment picked up on the same day?

Yes, in most cases this is not a problem, but this is not guaranteed due to our carriers' capacity. Please allow a 4-hour window before your docks close from the time you schedule your pick up. Please note that carriers normally make pickups in the afternoon and deliver in the morning.

What is an NMFC Item number?

This is a numeric indicator that specifically identifies each type of product that can be shipped by an LTL carrier. The National Motor Freight Traffic Association reviews and updates these product classifications quarterly. It is important to have the NMFC Item number on the Bill of Lading in order to avoid re-classification and accurately identify each product you ship. You can contact 4 Way Logistics at 800-282-4990 to determine the NMFC number for your products. Please have a detailed description of the product and what it is used for, the dimensions of the packaged product, the weight, and the value.

What is dimensional weight?

Carriers commonly use a system of pricing that accounts for weight, as well as density, volume and distance. Dimensional weight is a standard formula used throughout the freight industry that considers a package's density when determining charges. Transportation charges are based on the gross weight of the shipment or the dimensional weight of the shipment; whichever is greater. Simply put, dimensional weight is when the weight of a package is inappropriately less than the actual size of the package. *Example: A 10,000 pound shipment of ball bearings takes up less space in a trailer than does 10,000 pounds of ping pong balls!*

When do dimensional weight charges apply?

When the actual weight of a package is less than the calculated dimensional weight, carriers charge by the dimensional weight.

What if my items are fragile?

When shipping personal or fragile items, it is best to use Blanket Wrap services (also known as Van Line Services). Freight carriers can move personal items but they will only offer 10 cents per pound in insuring your freight. Van Lines specialize in moving personal items and will offer additional insurance to cover your item's value. Common carriers are NOT recommended for shipping costly fragile items.



**4 WAY
LOGISTICS
INCORPORATED®**

Are your rates guaranteed?

The rates are based on the information you give us. As long as that information is accurate your rate will not change. If however the carrier inspects the shipment and determines the weight or classification to be different, there may be a change in the charges for shipping. To ensure that you receive the rate that we have quoted, you must provide the driver with a copy of the system generated BOL. This lets the carrier know to bill the shipment on our account at the discounts we have negotiated.

What happens if I receive a bill directly from a carrier?

Simply call our customer service department at 800-282-4990 and fax a copy of the bill you received. Our customer service staff will be happy to take care of it and have the charges properly credited. This situation usually occurs when the system generated BOL is not used. To prevent future problems, please make sure that the shipper gives the driver a copy of the automated BOL for every shipment.