



## **Terms of Service**

**Updated 4/6/2020**

### **Overview**

Route Transportation & Logistics, Inc. is licensed as a Property Broker by the Federal Motor Carrier Safety Administration (FMCSA) in Docket Number USDOT 2231316 or MC 468306, and as a licensed broker, arranges for freight transportation. Route Transportation & Logistics, Inc., shall maintain a surety bond or trust fund agreement as required by the Federal Motor Carrier Safety Administration in the amount of at least \$75,000 or as otherwise required by the FMCSA and furnish customer/shipper with proof upon request.

Route Transportation & Logistics, Inc., agrees to arrange for transportation of the customer/shipper's freight pursuant to the terms and conditions and in compliance in all material respects with all federal, state and local laws and regulations relating to the brokerage of the freight. Route Transportation & Logistics, Inc., responsibility shall be limited to arranging for, but not actually performing, transportation of customer/shipper's freight. Customer/shipper's insertion of Route Transportation & Logistics, Inc., name on the bill of lading shall be for customer/shipper's convenience only and shall not change Route Transportation & Logistics, Inc., status as a property broker.

Customer/shipper shall be responsible to provide Route Transportation & Logistics, Inc. with timely and accurate delivery specifications and description of the cargo, including, but not limited to, dimensions, weight, temperature, any special handling or security requirements, and employing reasonable security protocols to reduce the risk of cargo theft. Route Transportation & Logistics, Inc., shall verify that each carrier it utilizes in the performance of the transportation of the customer/shipper's freight has insurance policies with the minimum amount as defined by the customer/shipper.

### **Payment Terms**

All payments should be made within Net 30 days of receiving an invoice from Route Transportation & Logistics, Inc., via mail or email. Anything over Net 30 days needs to be approved by Route Transportation & Logistics. Not all requests for extended payment terms will be approved. Part of the criteria for extended credit terms is based on freight volumes, credit history with our company and credit history with other vendors and suppliers in the market place. Failure to pay within the specified payment terms could result in the loss of any discounts associated with that invoice or invoices.

### **Accessorial Charges**

Please refer to the accessorial sheet for rates and information regarding additional charges.

### **Deductions or Chargebacks**

Any shipment that has a potential fine or chargeback must be disclosed by the customer/shipper prior to quoting and booking of any order. All invoices must be paid in full when the invoice has been received. Short pays cannot be applied to any invoice without written permission from your Account Manager or the Credit Manager.

## **Cargo Claims**

Route Transportation & Logistics, Inc., must be notified right away of any shortages or damages within 72 hours of the delivery. Failure to notify Route Transportation & Logistics of any potential loss or damage could jeopardize your claim from being processed. Route Transportation & Logistics, Inc., will file the cargo claim on behalf of the claimant and will present the cargo claim to the carrier that was hauling the shipment. All carriers have up to 30 days to respond to any cargo claim submitted to them. Customers/shippers can file a claim up to 9 months from the ship date, the 72 hour reporting rule will still apply. Route Transportation & Logistics, Inc., will do its best to expedite the claim after it's filed. It's not uncommon for some claims to take several months to get resolved depending on the amount of the claim and the circumstances surrounding the claim. Deducting from any open freight invoice or invoices owed to Route Transportation & Logistics is not allowed; since they are not part of the actual physical cargo claim.

## **All Other Claims**

The parties shall notify each other of all known material details of claims within sixty (60) days of receiving notice of any claims other than cargo loss or damage claims, and shall update each other promptly thereafter as more information becomes available. Civil actions, or arbitration, if any, shall be commenced within two (2) years from the date either party provides written notice to the other party of such a claim.

## **Pricing Discrepancies – Freight Rates**

Please make sure you contact your Account Manager if there are any pricing discrepancies after you receive your invoice or invoices. Please do not short pay any invoice or invoices without getting authorization in writing from your Account Manager. A new invoice will be generated and emailed based on the original invoice date with the corrected price.

## **Small LTL- Common Carriers**

LTL rates are valid for 2 days from the date of quotation and are subject to weekly fuel surcharge fluctuation.

All LTL rate quotes are based on information given at the time of quoting and equipment availability and apply for shipper load/consignee unload.

LTL transit times are estimates only and do not represent service guarantees.

The actual charges will be based on the shipment's actual characteristics, such as weight, dimensions, commodity and/or any additional service charges that might apply. Incorrect classification could change your pricing.

LTL rates do not include any accessorial charges, unless otherwise noted.

Blind shipments are subject to additional charges.

All LTL shipments are insured up to \$.50 per pound, unless otherwise noted or requested.

The original freight invoice must be paid and can't be included in any cargo claims. All freight claims will be governed by the common carriers tariff who's transporting the shipment.

When instructed, quote numbers must be on the original BOL in order to receive the discounted price. Failure to include the quote number on the BOL will void the discounted price.

## **Load Securement**

Loads must be appropriately secured prior to the shipment leaving the dock. Securing and placement of the load is the responsibility of the shipper, however; Per FMCSA regulation 392.9, the driver must confirm the load is properly secured and if not, the driver will alert the shipper that further securing is needed.



**Customer Accessorial List**  
**Over the Road Full Truckload and Partial Shipments**  
**Updated 4/6/2020**

**Driver Detention - \$50 / Hour (First 2 hours are free)**

Occasionally there are over the road drivers that will request detention at the time of the pick-up and delivery, if it takes more than two hours to load or unload. The standard detention rate is \$50 per hour, after two free hours of waiting time. Route Transportation & Logistics, Inc., will at all times do our best to limit detention requests, but they do happen from time to time. Trade show shipments are billed at \$75 per hour, after two hours.

**Stop Off / Drop Off Fee - \$50 / Pick or Stop**

The first pick and drop are always free, which is included in the rate. Any additional picks or drops added to the order will be billed at \$50 per pick or stop. There could also be a change in the base rate if the additional pick or drop increases the miles beyond the original quote. All quotes with multiple picks or drops will include the stop or drop rate at the time of the quote.

**Driver Assist Loading / Unloading - \$75 to \$100**

Not all drivers are physically capable of loading and unloading of shipments. All requests for driver assistance with the loading or unloading should be made prior to quoting and booking of your shipment. This will ensure we are assigning the right driver that can handle the driver assist request. Sort and segregate will be an additional \$75.

**Truck Order Not Used (TONU) \$100 - \$200**

If a truck is cancelled after being dispatched, there will be a \$100 TONU applied. If a truck arrives to the pick up and the load is cancelled, a \$200 TONU will be applied to the order.

**Lumper Service - \$ To Be Determined**

Any shipment that requires a lumper service at the pick up or delivery location will be billed accordingly. Rates will vary depending on the fee charged by the lumper. A receipt for the lumper service will be sent with the invoice.

**Overnight Layover - \$250**

If a driver is required stay overnight for a shipment, an overnight layover fee will be applied. Not all drivers will be able to layover because of other commitments. If a driver cannot layover, a TONU will be applied to the order if a driver has been dispatched or has arrived to the pick up.

**Out of Route Miles - \$ To Be Determined**

Anytime a driver is requested to pick up or deliver to a different location a new rate will need to be generated. Will do our best to keep the rate as close to the original rate as possible. If the assigned driver is not able to haul the load to the new pick up or destination, a new driver will be assigned. There could be a TONU applied if the current driver has been dispatched or arrived to the pick up if a new pick up or delivery location is requested.



**Shippers & Customers Rail Accessorial List**

**Updated 4/6/2020**

**CSXT INTERMODAL ACCESSORIAL SCHEDULE**

DESCRIPTION	FEE
Additional Drayage*	\$150.00 min, \$4.00 x dray miles
After-hours Fee (1900-0500)	\$100.00
Cancellation Fee (within 6hr of Appt)	\$50.00
Container Cleaning	\$50.00
Container Drop*	\$150.00 min, \$4.00 x dray miles
Container Relocation	\$35.00
Driver Assist	\$150.00
Driver Count	\$75.00
Driver Load/Unload	\$150 pallet load/\$80 per hour for floor load
Equipment Order Not Used*	\$150.00 min, \$4.00 x dray miles
Hazardous Pickup Surcharge	\$350.00
Hazmat Undeclared Surcharge	\$300.00
Layover	\$300.00
Lumper Admin. Fee*	\$20.00
Miscellaneous Accessorial	Variable Charge
Out of Route Miles	\$150.00 min, \$4.00 x dray miles
Per Diem	Per Diem days 1-3 is \$20.00/day, 4+ is \$50.00/day
Power Detention	\$75.00 per hour in 15-minute increments
Power Detention Free Time	2 hours free
Product Disposal*	Variable Charge
Reconsignment*	\$150.00 min, \$4.00 x dray miles
Redelivery*	\$150.00 min, \$4.00 x dray miles
Respotted Trailer	
Split Delivery	\$75.00/day
Stop Off	\$150.00 min, \$4.00 x dray miles
Storage	\$100.00/day
Storage/Per Diem Free Time	Notification + 2 days free
Transload	Variable Charge
Weigh Lt and Heavy	\$120.00, not applicable for drop & hooks
Weight Confirmation	\$100.00