

THE BASICS OF SHIPPING FREIGHT

THINGS TO KNOW ABOUT YOUR SHIPMENT BEFORE CALLING FOR A QUOTE OR PICKUP

1. How many pieces/pallets
2. Dimensions of pieces/pallets
3. Total weight of shipment
4. Description of shipment (what are you shipping)
5. Value of your shipment
6. What type of equipment do you need
7. Do you have a dock? Does the receiver of the shipment have a dock? or a way to load and unload the freight without any special equipment (liftgate)
8. Are any of the locations a residence, or a convention center?

SCHEDULING A PICKUP

We have an online pickup system for those customers that plan to ship on a regular basis. It stores pickup and delivery information from previous pickup requests, eliminating the need for reentering addresses. You must have a login and password to use this feature.

We also take any pickup request over the phone.

Depending on the number of pieces and the destination of your shipment it may be able to be scheduled for same day pickup. We will advise you when you call when your shipment will be picked up (unless a date is specifically requested) and when the estimated delivery day will be.

BASIC SHIPPING PROCEDURES

Have the freight properly packaged; items need to be protected and secured. Boxed/crated and palletized shipments are optimal; secure the boxes/crates or items to the pallet with binding, strapping or shrink/stretch wrap. Labels must be placed on every piece or package. Be sure to include the total number of pieces that comprise your shipment, in case the pieces become separated from the pallet.

It is imperative that both you and your customer/receiver understand that if they receive the shipment, and sign for it in good condition, and there is damage or loss to the shipment, it will be extremely difficult to have any recourse against the carrier. The receiver **MUST** inspect the shipment prior to signing for it.

BILL OF LADING

You will need documentation to hand to the driver when he shows up to pickup your freight. This documentation is called a bill of lading. On the bill of lading you show the shipper address, the consignee (receiver) address, the piece count, the weight and the description of the shipment. This is also where you would add in any specific information, like liftgate delivery etc.....please see the example provided for you.

Traffic Management, Inc can fill all of this information out and provide you with a document to give to the driver.....when you call in your shipment, ask that we provide a bill of lading for you. (you will need to make a copy of this bill of lading and have the driver sign both copies, one of which you will keep, one he will take with him)

TRACKING YOUR SHIPMENT

Traffic Management, Inc has an online tracing service that is updated 4 times daily with current tracking information. You must have a login and password to utilize this service. Please contact us at 763-544-3455 if you wish to trace online. We also have current information on your shipment in our office, if you prefer to call and trace your shipment.

PROOF OF DELIVERY

We can provide you with a copy of the delivery signature on your shipment. If you are setup with online tracing, you may be able to obtain your proof of delivery online. If not, please contact us at 763-544-3455 and we will be happy to provide you with one.

ACCESSORIAL SERVICES

Accessorial Services are services that are performed outside of the normal pickup and delivery of freight from a dock to a dock.

These services include:

Liftgate Service – A motorized platform affixed to the back of the truck that raises and lowers cargo between the ground and the truck.

Inside Delivery – When a driver is required to go beyond the front door or loading dock to pick up or deliver a load rather than remaining in his/her truck or on the loading dock.

Residential Delivery – An additional fee is imposed when picking up from or delivering to a residence. It also limits the carrier pool we have to choose from

Convention Center Deliveries – There are additional fees and regulations imposed on convention center deliveries, depending on what is required, and what convention center you are shipping to.

Redelivery – A fee may be imposed if a carrier tried to deliver freight to a business that could not take the freight for any number of reasons

Reweigh - If the carrier suspects the weight is inaccurate, they have the right to re-weigh the shipment on a certified scale, potentially increasing your cost.

Driver Load/Unload - If the driver is required to physically load or unload the from the trailer, an extra fee will apply

Hazmat – A shipment that is required to be placarded and put on a special carrier that can haul hazardous materials because it contains hazardous items will be subject to an additional fee.

Protect from Freezing – If your product is damaged when it becomes frozen (below 32 degrees), a special trailer will be required to move your shipment. It is imperative that we know your product needs to be protected from freezing. An additional fee may apply for this.