



Temperature-Controlled Transportation,  
Warehousing, & Packaging Services

Corporate Office  
Rosario Leo Building  
2185 Main Road  
Newfield, NJ 08344  
856-694-2500  
[www.rlslogistics.com](http://www.rlslogistics.com)

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**General Agreement (SOPs & Accessorial Charges) – Applies to Freight Consolidation & Freight Brokerage Operations**

Customer agrees to terms and conditions as outlined on RLS’s website: [www.rlslogistics.com](http://www.rlslogistics.com) (the “Terms and Conditions”), which are incorporated, by reference, as if fully set forth in this Agreement. Customer acknowledges actual notice of the Terms and Conditions. A copy of the Terms and Conditions can also be obtained from RLS, upon written request, or by visiting the website: [www.rlslogistics.com](http://www.rlslogistics.com). To access the terms and conditions on the website, click on the “Clients” section and then “Terms and Conditions.” The Terms and Conditions are subject to change from time-to-time, which changes will be effective immediately upon posting of the revised Terms and Conditions to RLS’s website for all shipments occurring after the effective date of such changes.

*Tendering shipments is acceptance of our SOPs/Accessorial Charges and Terms/Conditions.*

**Detention with Power**

Two (2) hours free time will be given at initial pickup and final delivery. One (1) hour free time will be given for each interim stop-off for loading and/or unloading. The applicable charges after expiration of free time is \$20.00 for each 15-minutes or fraction thereof.

**Pallet Exchange**

RLS does not participate in pallet exchange. If RLS is required to purchase pallets at time of pick up, cost of pallets will be added to the freight invoice.

**Donations / Disposal of Product**

On occasion, shipping errors occur such as short dates, wrong product, etc. In lieu of returning the product to the shipping origin, RLS is often asked to donate or dispose the product. When product must be disposed, additional charges are sometimes incurred. When such charges are incurred, RLS will pass those charges along to the party responsible for freight payment.

**Truck Ordered, Not Used (TONU)**

When a vehicle is ordered, and dispatched and then subsequently cancelled by the shipper, a charge of \$250.00 per occurrence applies.

**Unloading**

Any Unloading, segregating and/or sorting charges will be passed through to the party responsible for freight payment. In order to maximize the capacity of our outbound trailers, from time to time RLS will pinwheel and/or double stack pallets of product. Unloading charges assessed due to this standard operating procedure, will not be the responsibility of RLS.

**Driver Load/Unload**

When the driver is required to load or unload the vehicle, the applicable charge will be \$75.00 per hour, billed in fifteen (15) minute increments, with a minimum charge of one hour for each load or unload location.

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Pittston Logistics Center  
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Mt. Laurel Logistics Center  
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Mt. Laurel, NJ 08054  
856-291-6900

## **Freight Consolidation SOPs & Accessorial Schedule**

All orders to be picked up at the end of the week should be tendered prior to 3 pm on that Wednesday. All orders to be picked up must be placed 48 hours prior to the day of pick-up request. Please note, this means all orders for Friday pick-up (weekend shipping) must be placed no later than 3 pm on Wednesday. Although we try to accommodate any orders that are tendered after Wednesday at 3 pm, we cannot guarantee that they will fit onto the outbound trucks or schedule. Tenders should be sent to:

- Email to: [dispatchnj@rlslogistics.com](mailto:dispatchnj@rlslogistics.com).
- Orders can also be entered directly into our LiNK TMS.

### **Shipment Tenders**

All tender correspondence will be responded to as received, if not please contact [dispatchnj@rlslogistics.com](mailto:dispatchnj@rlslogistics.com). To be considered complete and ready to ship, all tenders must include the following information:

- Your company name, address, phone number and contact name
- Pick up location name, address, phone number and contact name
- Date and time pick up is available
- Total number of pallets, cases and weight of shipment
- Delivery date according to the RLS Schedule
- Temperature requirement
- Delivery location name, address, phone number and contact name
- Purchase order number
- Any other pertinent information or details regarding the shipment

### **Pallet Tagging**

Pallets must be tagged appropriately at the time of pick up. RLS is not responsible for pallet condition at the time of pick up. All orders should be shipped on grade A pallets; CHEP or similar program also acceptable. The information that must be included on the pallet tag is:

- Name of the Consignee
- Consignee City and State
- PO#, number of cases on the pallet
- #of pallets for the shipment (1 of 3, 2 of 3, etc.)
- Temperature requirement (refrigerated/frozen)

The tag must be legible and placed conspicuously on the pallet.

### **Pick-Up**

A RLS Representative will coordinate pick up based on truck availability in your area. We require a two day window with at least an 8 hour window per day to coordinate the pick-up.

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## **Freight Consolidation SOPs & Accessorial Schedule (cont.)**

### **Quotes**

Through our LiNK TMS, you can access your LTL rate tariff.

### **Customer Service Inquires**

You can email [dispatchnj@rlslogistics.com](mailto:dispatchnj@rlslogistics.com) or for faster service you can use our LiNK Chat feature in our TMS for instant messaging.

### **LTL Sailing Schedule**

Our LTL schedule can be found on our website at

<http://rlslogistics.com/services.php?sub=Transportation&sub2=LTL%20Sailing%20Schedule>

### **Documents**

Through our LiNK TMS, you can obtain PODs, invoices, lumper receipts and statements.

### **Shipment Tracking**

Through LiNK, each customer has the ability to track shipments online. To sign up for LiNK please request access from your Customer Service Representative.

### **Claims**

All claims should be emailed [claims@rlslogistics.com](mailto:claims@rlslogistics.com). Please refer to "Freight Loss or Damage" below for claim limitations.

### **No Truck Dock**

Shipments that are consigned to a facility without a truck dock cannot be accepted. If a shipment is inadvertently accepted, at the discretion of the RLS, either an additional \$250.00 per shipment charge will apply or the freight will be returned to the shipper. If RLS does make the delivery, RLS's only responsibility is to have the freight brought to the back of the trailer, the consignee must provide labor and equipment to unload freight. Additional charges are the responsibility of the shipper.

### **Delivery Service**

RLS will not reimburse shipper or consignee for any losses due to delay in delivery. RLS does not guarantee an exact delivery date and time and therefore will not be responsible for late fees or other accessorial charges associated with a consignee.

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## **Freight Consolidation SOPs & Accessorial Schedule (cont.)**

### **Order Cancellation/Space Ordered, Not Used (SONU)**

Any shipment cancelled after Wednesday 5pm of the shipping week, or within 24 hours of pick up, will be subject to 100% of freight charges (not including fuel surcharge).

### **Temperature Control**

Customers with shipments that have special temperature requirements below 0 degrees F or above 38 degrees F are required to inform RLS of their product's requirements before the start of shipping activity. RLS delivers frozen product +10 degrees F and below. Refrigerated product is delivered between the temperature range of +28 degrees F and +38 degrees F. If a refrigerated order is tendered to RLS and the destination is not within our dedicated refrigerated service area, RLS will wrap the pallet with a foam insulated wrap and move it within our frozen delivery network. RLS will not be responsible for product arriving outside of the refrigerated temperature range listed above (+28 F to +38 F). It is the shipper's responsibility to ensure the products integrity will not be compromised under the aforementioned temperature range. Visit the link below for a video detailing our fresh wrap procedure.

<https://www.youtube.com/watch?v=Fbe4sBZf8WI&index=1&list=PLA60FA87FF5D2001A>

### **Freight Loss or Damage**

All Loss and Damage claims must be submitted in writing and follow the law as set by 49 U.S. Code § 14706. All claims must be submitted in writing with the proper claim form and proof of loss. Claims will be paid promptly upon resolution. Unless otherwise agreed upon in writing, RLS is only responsible for a maximum value of \$2.50 per pound. Deductions from freight bills will also not be accepted.

Shipper agrees to allow RLS the right to mitigate the loss by the sale of salvage. If salvage rights are not granted, a salvage allowance of 30% of invoice will be deducted in lieu of salvage.

### **Prohibited Commodities**

Due to the sensitive nature of the product, RLS cannot accept tendered orders of the following items unless otherwise agreed upon:

- ice cream/frozen yogurt
- fresh fruits and vegetables
- refrigerated seafood
- certain packaged liquids / water based products

Should RLS inadvertently receive any of the above items the shipper agrees to hold RLS harmless for any temperature issues that may arise.

### **Freight Density**

Unless otherwise agreed upon, a minimum of 1,300 lbs. per pallet will be used for purposes of calculating billing. Actual weight will apply if greater.

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## Freight Consolidation SOPs & Accessorial Schedule (cont.)

### Fuel Surcharge

Fuel surcharge applies to all shipments for the week they are picked up. DOE’s Fuel Hotline number is available by calling 202-586-6966 or online at:

<https://www.eia.gov/petroleum/gasdiesel/>

#### DOE National Average

#### LTL Fuel Surcharge %

\$2.00 to \$2.09	10%
\$2.10 to \$2.19	11%
\$2.20 to \$2.29	12%
\$2.30 to \$2.39	13%
\$2.40 to \$2.49	14%
\$2.50 to \$2.59	15%
\$2.60 to \$2.69	16%
\$2.70 to \$2.79	17%
\$2.80 to \$2.89	18%
\$2.90 to \$2.99	19%
\$3.00 to \$3.09	20%
\$3.10 to \$3.19	21%
\$3.20 to \$3.29	22%
\$3.30 to \$3.39	23%
Every \$.10 increment	Additional 1% increase

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## **Freight Brokerage SOPs & Accessorial Schedule**

### **Redelivery**

When a shipment is tendered for delivery, and due to circumstances beyond the control of the carrier, such delivery cannot be accomplished, charges for additional attempts for delivery are subject to a redelivery charge of \$150.00. Storage fees may also be applicable, which will be communicated and assessed on a case-by-case basis. If redelivery is to a location other than the original point of delivery, reconsignment charges as described herein shall also be assessed.

### **Re-consignment**

When a shipment is diverted or reconsigned upon instructions from a shipper, consignee, bill-to party or other party with an ownership interest in the shipment, fees will be re-rated from the point of origin to the point of re-consignment to point of re-consigned destination. Charges for reconsignment are \$150.00 per occurrence, plus \$3.00 per mile for any additional distance traveled.

### **Stop-offs**

When a vehicle stops in transit for the purpose of partial loading and/or partial unloading, the applicable charge is as follows:

- 1<sup>st</sup> stop off \$75.00
- 2<sup>nd</sup> stop off \$100.00
- 3<sup>rd</sup> stop off \$150.00
- 4<sup>th</sup> and each additional stop off \$200.00 each.

The initial pick-up stop and the final delivery stop are not subject to stop-off charges.

### **Liftgate Service**

When carrier is requested or required to utilize liftgate equipment to accomplish a pickup and/or a delivery, the applicable surcharge is \$100.00 for each pickup and/or delivery where such equipment is requested or required.

### **Flatbed Tarp Service**

When a shipment, being transported on flatbed equipment, is required to be covered and/or protected by tarps, the applicable charge is \$125.00.

### **NY City Five Borough Surcharge**

Applies when a shipment involves a pickup, stop-off or delivery in one or more of the five boroughs of New York City. The five boroughs are defined as the Bronx, Brooklyn, Manhattan, Staten Island and Queens. The surcharge for transport involving these boroughs is \$250.00.

### **Blocking / Unblocking / Bracing**

Applies when blocking, unblocking or bracing is necessary, requested or required. The fee shall be \$75.00, per stop, when such activity is performed.

### **Driver Layover Charge**

Applies when deliveries in a concentrated area for truckload with stop off shipments requires delivery across multiple days, resulting in fee of \$300.00 per load, per day.

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<https://www.eia.gov/petroleum/gasdiesel/>

#### DOE National Average

#### TL Fuel Surcharge per mile

\$2.00 to \$2.09	\$0.16
\$2.10 to \$2.19	\$0.18
\$2.20 to \$2.29	\$0.20
\$2.30 to \$2.39	\$0.22
\$2.40 to \$2.49	\$0.24
\$2.50 to \$2.59	\$0.26
\$2.60 to \$2.69	\$0.28
\$2.70 to \$2.79	\$0.30
\$2.80 to \$2.89	\$0.32
\$2.90 to \$2.99	\$0.34
\$3.00 to \$3.09	\$0.36
\$3.10 to \$3.19	\$0.38
\$3.20 to \$3.29	\$0.40
\$3.30 to \$3.39	\$0.42

Each \$.10 increase in DOE National Average diesel price, will result in an additional \$0.02 increase.

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