



# **Guide to RS Central**

Powered by AES Worldwide

http://www.rscentral.org

A step by step guide to use the RS Central website to obtain an LTL, parcel or LCL quote and booking it.

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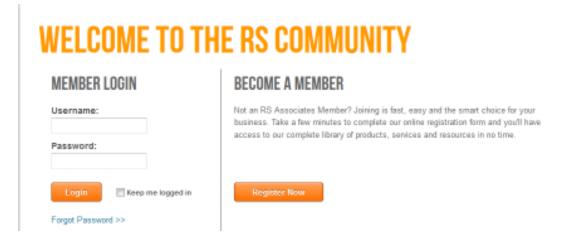
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#### **Logging on to RS Central:**

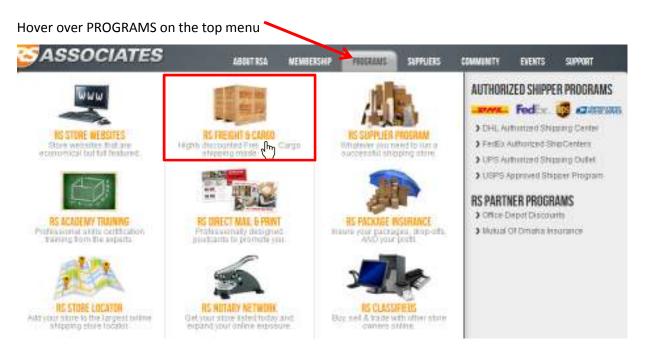
Go to www.rscentral.org and Login on the right side of the page.

# YOUR POSTAL & SHIPPING STORE RESOURCE

Enter in your username and password to login.



## Getting an LTL rate quote:

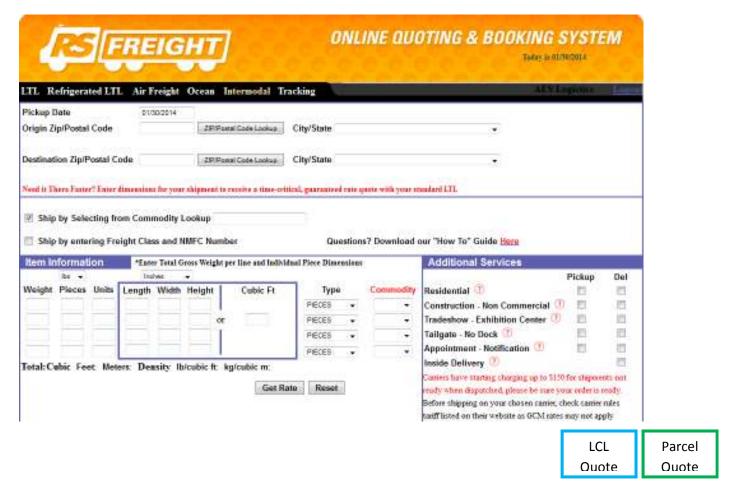


#### Click on RS FREIGHT & CARGO

On the RS Freight & Cargo page, click page that looks something like this:

Get A Quote

and it will open the quote information



#### Entering origin and destination Zip/Postal code

Start by entering the pickup date by selecting it on the popup calendar

#### Pickup Date



If the origin and destination zip/postal codes are known, enter then and make sure the city/state field is populated



#### ZIP/Postal code lookup

If the origin and destination zip/postal codes are not know, use the

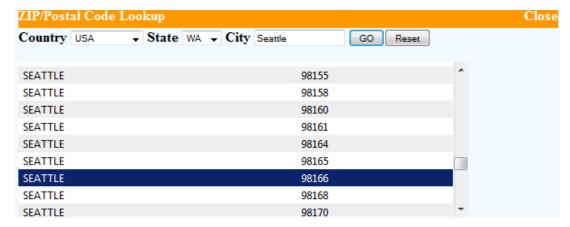


A window will pop up that looks like this:



Enter in the Country, State and City then press GO.

It will populate a list of that city and its ZIP/Postal codes. Select the correct one and it will fill it into the information page



#### **Commodity / Product Information**

There are two ways to enter in the type of commodity or product you are shipping and it's information:

Option 1: Utilize the Commodity Lookup

Option 2: Enter the freight class and NMFC number

#### **Option 1: Commodity Lookup**

Make sure the Ship by Selecting from Commodity Lookup box is checked.

Start typing in the commodity in the box and it will auto-populate in the dropdown menu.

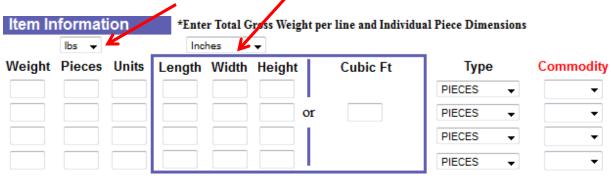


Select the type of commodity from the drop down menu.

#### **Entering item information:**

Complete the following table:

First, select the units for weight and dimension.

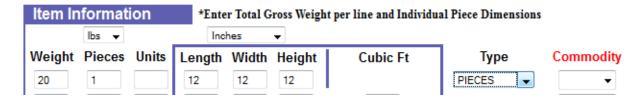


Total: Cubic Feet: Meters: Density Ib/cubic ft: kg/cubic m:

Enter the weight, pieces, units and dimensions or cubic feet into the appropriate boxes.

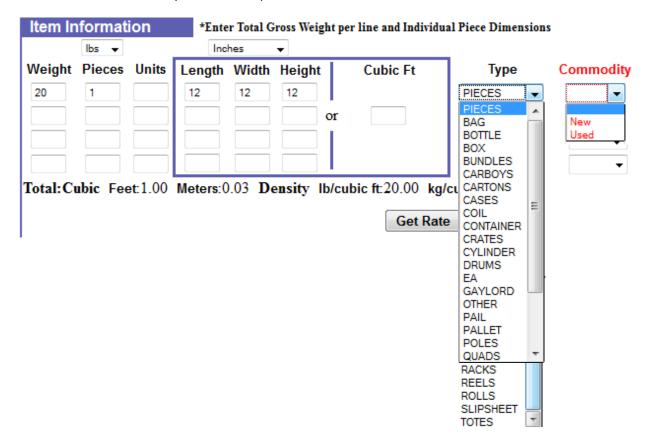
- \* Pieces are the number of pieces total or on a unit.
- \*Units are things such as pallets, skids, crates, etc.

Either pieces or units can be entered, both are not required.

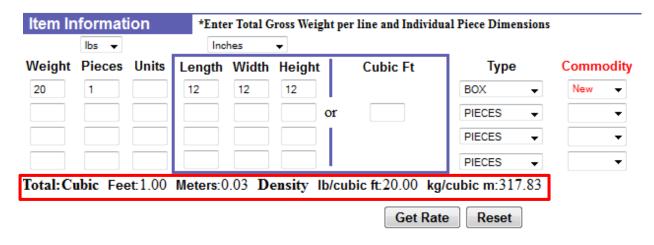


Optional: Select the type of pieces from the drop down menu

Then select the commodity from the drop down menu



Note that the system will provide the total cubic feet, cubic meters, and density in lb. /cubic ft. and kg/cubic m.

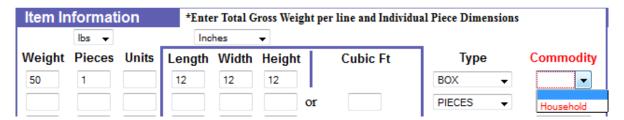


#### **Household Goods:**

If the product is a household good (including non-transferable personal effects), lookup "household" in the Commodity lookup and select the appropriate household good. \*Personal effects is considered "Used Household Goods, Value \$.10/lb"

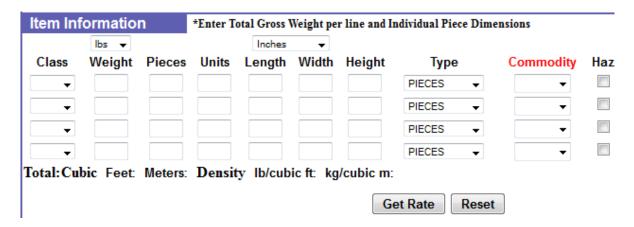


Then enter in the information for the item: weight, pieces, units, length, width, height (or cubic feet or cubic meters) and optional type of piece. Then in the commodity type you will have to click household.



#### Option 2: Enter freight class and NMFC number

If the freight class and NMFC number are known click the Ship by entering Freight Class and NMFC Number It will change the item information box to look like this:

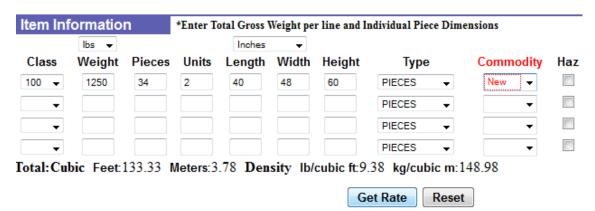


#### **Entering item information**

Select the units for weight and dimensions:



Enter the class, weight, pieces and/or unites, length, width, height, optional piece type and commodity.



If the shipment includes hazardous materials, click the Haz box.

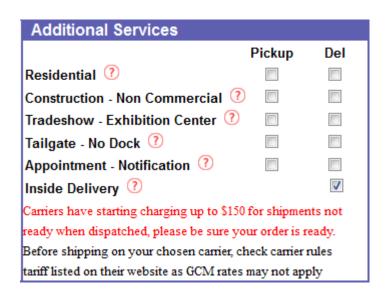


#### **Questions on Commodity?**

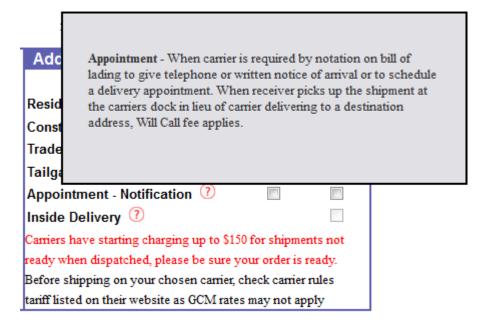
\*If the freight class and NMFC number are unknown and the commodity cannot be found in the drop down menu, please contact AES Logistics by phone at 877-890-2295 or by email at cs@aeslogistics.com\*

#### **Additional Services**

If the shipment requires additional services click the box for the service required and if it is required at pickup or at delivery.



If you are unsure if an additional service is needed, hover over the question mark and a box will popup explaining the additional service and when it is utilized.



A list of the additional services and explanations is also found below:

**Residential** - Pickups or Delivery includes these locations: apartment, private residence, and businesses based in a home.

**Construction -Non Commercial**- Examples of Non-Commercial (Not a complete list, use as a guideline)

- a. Commercial establishments not open to the walk in public during normal business hours.
- b. Construction sites (see note 1)

- c. Fairs, Carnivals, Chautaugua's
- d. Military Bases / Installations
- e. Mine Sites (see note 2)
- f. Prisons
- g. Schools
- h. Churches
- i. Mini Storage Facilities
- j. Navy Pier
- k. O'Hare Expo Center
- I. O'Hare International Airport, LAX Airport
- m. Non-Standard Equipment (see note 3)
- n. Sites with extensive security processes Freight charges must be prepaid on all shipments consigned to Limited Access Locations.

Note 1 - The term 'Construction Site' shall be defined as the site of any construction of buildings, roads or bridges or other structures including the entire property upon which the construction is taking place, and delivery to any facility (such as warehouses, depots, supply houses or similar facilities) located on such property

Note 2 - The term 'Mine Site' shall be defined as the site of any pit, excavation, shaft or deposit at which coal, ore or minerals is, has been, or will be extracted. Such site or 'mine' shall include the entire property upon which the mine is located, and delivery to any facility (such as mine warehouses, mine deposits, mine supply house, mine tipples or similar receiving facilities) located on such property will be considered as delivery to a mine. On shipments involving stop offs, charges apply to each portion of the shipment delivered to a mine site.

Note 3 - The term 'Non-Standard Equipment' refers to equipment such as a straight truck. This accessorial applies when the customer requests freight to deliver on a straight truck"

**Tradeshow- Exhibition Center** - Applies when picked up or delivered to a tradeshow location. Also applies at a warehouse where trade show shipments are held either prior to or following a tradeshow (Advanced Warehouse)

**Tailgate- No Dock** -lift gate service, if needed, to load and unload a shipment when loading/unloading docks are not available. Or if it is a residential delivery and the load is over 100lbs (45.36 kg).

**Appointment- Notification** - When carrier is required by notation on bill of lading to give telephone or written notice of arrival or to schedule a delivery appointment. When receiver picks up the shipment at the carriers dock in lieu of carrier delivering to a destination address, Will Call fee applies

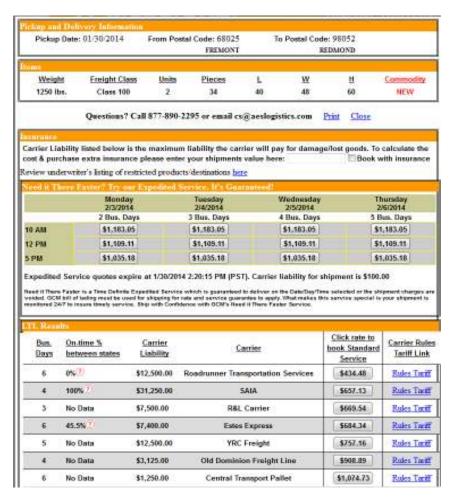
**Inside Delivery** -Carrier will move freight from or to positions beyond the immediate adjacent loading or unloading position when requested by the shipper or consignee. Carrier will provide service to floors not adjacent to the loading or unloading position when elevators or escalators are available without cost in addition to the labor to operate if necessary

#### **Rate options:**

Once all the information is entered click

**Get Rate** 

The rate options will pop up and look something like this:



It shows a summary of your shipment at the top:

Pickup and Del	ivery Information	ı					
Pickup Date	: 01/30/2014	From Posta	I Code: 68025	To	o Postal Code	98052	
			FREMONT		RE	DMOND	
Items							
Weight	Freight Class	<u>Units</u>	<u>Pieces</u>	L	<u>w</u>	<u>H</u>	Commodity
1250 lbs.	Class 100	2	34	40	48	60	NEW

#### **Insurance:**

If you wish to book the shipment with insurance, enter the amount in the box and click the box for book with insurance. It will provide you with the cost of the insurance and add that to your rate.

#### 

#### Value of the Shipment

To calculate the value of the shipment, you may add the price of your shipment, the freight charges and 10% to get the total value. Or use the equation:

(price of shipment + freight charges) x 1.10

Ex: if a shipment is worth \$500 and the freight charges are \$669.54, the value would be

$$($500 + $669.54) \times 1.10 = $1169.54 \times 1.10 = $1286.50$$

#### **Cost of Insurance**

Insurance is charged at \$0.50 per \$100 with a \$35 minimum for new or used general merchandise and a \$65 minimum for household goods.

To figure out the cost: divide the total value by 100 and mulitpy by 0.5.

Example: total value = \$1286.50

 $($1286.50 / $100) \times 0.5 = 12.87 \times 0.5 = 6.43$ 

Since it does not reach the minimum \$35, the charge for insurance would be \$35.

\*To go above minimum payment for new or used general merchandise, shipment would have to be worth more than \$7000

\*to go above the minimum payment for household goods, the shipment would have to be worth more than \$13,000

#### **Deductible**

For household goods, the deductible is \$300.

For everything else, the deductible is \$500.

#### **Specially Quoted Insurance**

There are certain items that need a quote for insurance and cannot be booked with insurance through the RS website. These include:

- Antiques
- o Artwork (includes paintings, sculptures, anything boughten from a gallery)
- o Collectibles (ex: authentic baseball cards)
- o Extremely fragile items

\*Machinery does not require a special quote but it must be crated. If it is palletized, the carrier may cover up to 25%

To obtain a special insurance quote, email cs@aeslogistics.com or call customer service at 877-890-2295

#### **Additional Paperwork**

After booking the shipment with insurance, keep an eye out for an email from someone with the AES customer service team. They will either request additional documents, for you to fill our additional forms or send you the insurance certificate. Also they may ask who the insured party is. This is who will get the insurance check and who the carrier would be in contact with in case of a claim.

When booking insurance for **household goods**, there is additional paper that must be filled out in order to book the shipment. Once you book the shipment, someone from the AES customer service team will email you the Owner Packaged acknowledgement, Professionally Packaged acknowledgment and the Valued Inventory form for you to fill out and return to them.

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#### **Packaging Acknowledgement:**

One of the packaging acknowledgement forms will need to be signed and returned. It explains any exclusions to coverage based on packageing as well as the conditions of coverage.

If the shipment was **professionally packaged** you will need to sign the professionally packaged form that looks like this:



Marsh Canada Limited 70 University Avenue, Suite 800 Toronto, Ontario M5J 2M4



#### Inland Transit Insurance Coverage Highlights

Personal Effects - Prof Packed Incl. Autos - All Risks - S.T. \$300 Deductible

#### INLAND TRANSIT ALL RISKS

The following is only an outline of the provisions of the Inland Transit All Risks cover. Please take the time to review all of the terms and conditions of the Certificate of Insurance, which will be provided prior to shipment.

#### RISKS COVERED

This insurance covers All Risks of loss of or damage to the subject matter insured except as provided below.

#### **EXCLUSIONS**

In no case shall this insurance cover:

- Loss, damage or expense attributable to the willful misconduct of the insured
- Ordinary wear and tear of the subject matter insured
- Loss, damage or expense attributable to inherent vice or nature of the subject matter insured
- Loss, damage or expense proximately caused by delay

#### DURATION

This insurance attaches from the time the goods leave the residence at the location named for the commencement of transit, continues through the ordinary course of transit and terminates either at the residence at the final destination named in the policy or upon delivery to an intermediate location for storage outside the ordinary course of transit or as otherwise indicated on the certificate of insurance.

#### CONDITIONS

This insurance may be subject to some or all of the following conditions or warranties:

- \$300 Deductible
- Professional packing
- Completed itemized valued inventory, signed and returned prior to departure
- Insurance coverage highlights form signed and returned

#### CLAIMS

 It is required that when you receive goods from the carrier in a damaged condition, NOTICE OF CLAIM be filed with the carrier in writing at the time of accepting the goods. If the damage is not apparent on delivery, then within three days.
 This notice of claim may be (a) in the form of endorsement on the delivery receipt or (b) by letter Immediately notify the agent named on the certificate of insurance, and e-mail:claim.cargocover@cna.com

Delay in notification of loss may prejudice your ability to recover under this policy I understand and agree to the terms of this insurance.

This Form is not a binding contract evidencing insurance. A certificate of insurance must be in place for coverage to take effect. A copy of the insurance certificate issued under the CargoCover policy #110550, issued through Continental Casualty Company is the only contract under which a claim may be made. A copy of the certificate must be provided by your Freight Forwarder or Marsh Broker arranging coverage. If you do not receive a copy of the certificate prior to the shipment departure date, please contact Marsh Canada Limited at 877-755-4934 for North American clients and 416-349-4769 for International clients.

	SIGNATURE OWLEDGE THAT THIS IS THE INSURANCE COVERAGE YOU HAVE REQUESTED AND RSH CANADA WILL ARRANGE ON YOUR BEHALF.
Name (please print)	Title
Signature	Date (mon/dd/yyyy)

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If the shipment was packaged by you, you will need to sign and return the **owner packaged** form that looks like this:



Marsh Canada Limited 70 University Avenue, Suite 800 Toronto, Ontario M5J 2M4



#### Inland Transit Insurance Coverage Highlights

#### Personal Effects Owner Packed - All Risks - S.T. \$300 Deductible

#### INLAND TRANSIT - ALL RISKS

The following is only an outline of the provisions of the Inland Transit All Risks cover. Please take the time to review all of the terms and conditions of the Certificate of Insurance, which will be provided prior to shipment.

#### RISKS COVERED

This insurance covers All Risks of loss of or damage to the subject matter insured except as provided below.

#### **EXCLUSIONS**

In no case shall this insurance cover:

- Loss, damage or expense attributable to the willful misconduct of the insured
- · Ordinary wear and tear of the subject matter insured
- . Loss, damage or expense attributable to inherent vice or nature of the subject matter insured
- Loss, damage or expense proximately caused by delay
- Scratching, denting, marring, chipping, pilferage and breakage due to owner's packing
- Rust, oxidation and discoloration

#### DURATION

This insurance attaches from the time the goods leave the residence at the location named for the commencement of transit, continues through the ordinary course of transit and terminates either at the residence at the final destination named in the policy or upon delivery to an intermediate location for storage outside the ordinary course of transit or as otherwise indicated on the certificate of insurance.

#### CONDITIONS

This insurance may be subject to the following conditions or warranties:

- \$300 Deductible
- Completed itemized valued inventory, signed and returned prior to departure
- Insurance coverage highlights form signed and returned

# 1. It is required that when you receive goods from the carrier in a damaged condition, NOTICE OF CLAIM be filed with the carrier in writing at the time of accepting the goods. If the damage is not apparent on delivery, then within three days. This notice of claim may be (a) in the form of endorsement on the delivery receipt or (b) by letter.

Delay in notification of loss may prejudice your ability to recover under this policy I understand and agree to the terms of this insurance.

This Form is not a binding contract evidencing insurance. A certificate of insurance must be in place for coverage to take effect. A copy of the insurance certificate issued under the CargoCover policy #110550, issued through Continental Casualty Company is the only contract under which a claim may be made. A copy of the certificate must be provided by your Freight Forwarder or Marsh Broker arranging coverage. If you do not receive a copy of the certificate prior to the shipment departure date, please contact Marsh Canada Limited at 877-755-4934 for North American clients and 416-349-4789 for International clients.

	SIGNATURE OWLEDGE THAT THIS IS THE INSURANCE COVERAGE YOU HAVE REQUESTED AND MARSH CANADA WILL ARRANGE ON YOUR BEHALF.
Name (please print)	Title
Signature	Date (mon/dd/yyyy)

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#### **Inventory record:**

You will also need to fill out the Personal Effect Inventory Record. It is a five page document that explains what actually is in the shipment. It is broken down by general household rooms. Fill it out putting the value of each item in the shipment, then the total value and sign it. Here is an example of one of the pages in the document.

Stereo/Radio	\$			S	Lawn Mowers		\$
CD's/DVD's/Cassettes/ Records	S			s	Freezer		\$
Tables	S		TOTAL	S	TOTAL		\$
			Hobby, Sports Equipment	Value	Miscellaneo (Detai		Value
Hide-a-bed	S		Hobby Material	\$			
Aquarium	s	Golf Clubs		\$			\$
Fireplace Fixtures	S		Boat & Motors	\$			\$
Toys	s		Photographic Equipment	\$			\$
Liquor Cabinet	s		Hunting Equipment	\$			\$
	7		Fishing Equipment	\$	3		\$
			Power/Hand Tools	\$	20 20		\$
			Bicycles	\$	3		\$
			Collections	\$			\$
TOTAL	\$		TOTAL	\$	TOTAL		\$
Kitchen	12.7		Value	Sur	nmary		Value
Dishwasher		\$		Living Room		S	
Table & Chairs \$		\$		Dining Room		\$	
Microwave Oven	ven \$			Clothing & Effect	ts	\$	
Refrigerator	\$			Bedroom No.1		S	
Stove/Cookers \$		\$		Bedroom No.2		\$	
Cutlery/Utensils		\$		Bedroom No.3		\$	
Dishes		\$		Bedroom No.4		S	
Pots & Pans		\$		Kitchen		\$	
Electrical Appliances		\$		Den & Family Room		S	
Clocks	\$			Bathrooms		S	
Curtains		\$		Basement, Garage, etc		S	
				Hobby, Sports Equipment		\$	
				Miscellaneous It	ems	S	
				Appraised Items	(attach list)*	5	
				*All antiques m	ust be appraised	s	
TOTAL		5		TOTAL ALL ROOMS		S	

This Valued Inventory is not a binding contract evidencing insurance. A certificate of insurance must be in place for coverage to take effect. A copy of the insurance certificate issued under the CargoCover policy #110550, issued through Continental Casualty Company is the only contract under which a claim may be made. A copy of the certificate must be provided by your Freight Forwarder or the Marsh Broker arranging coverage. If you do not receive a copy of the certificate prior to the shipment departure date, please contact Marsh Canada Limited at 877-755-4934 for North American clients and 416-349-4769 for International clients.

Privacy Consent - Canada's Personal information Protection and Electronic Documents Act (PIPA) and similar provincial laws, are intended to protect the confidentiality of an individual's Personal information. We rely on the employer to obtain the consent of the employee for the collection, use or disclosure of personal Information necessary for us to properly manage the client's insurance programs. Such information may be used to make decisions about insurance applications and to assess, eligibility for, process and maintain insurance coverage; related products and services; analyze, assess and underwrite risks on a prudent basis; respond to the client's inquiries about applications, accounts and other services; investigate and pay claims; and detect and prevent fraud, suspicious claims or other illegal activities. As part of the application in accounts and other services; investigate and pay claims; and detect and prevent fraud, suspicious claims or other illegal activities. As part of the application is accounted for those purposes and as permitted pursuant to relevant privacy laws and providing such Personal information to third parties as required, including insurance companies, intermediaties, reinsurers, other brokers, claims adjusters and other bridges involved in providing insurance services. Where there are insured individuals in addition to the Client, or where the Client i

	SIGNATURE	
Insured's Signature	Date (mon/dd/yyyy):	3
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#### **Household Goods Insurance Policy:**



Marsh Canada Limited 70 University Avenue, Suite 800 Toronto, Ontario M5J 2M4



#### Personal Effects Procedures for Freight Forwarder/Mover

#### INSURED VALUE/VALUED INVENTORY FORM

Insurance Coverage for Personal Effects and Household Goods should be valued at replacement cost at destination and must be supported by an Itemized, Valued Inventory. The Itemized, Valued inventory is necessary to ensure, in the event of a claim, the appropriate amount can be paid in settlement. For complete coverage, it is essential that the values listed are the full current replacement costs at destination.

If the Personal Effects are not insured to full replacement value, the Insured is only entitled to recover from Underwriters that proportion of the loss that the declared value bears to the total value of the property you shipped.

When shipments are insured for less than the actual/replacement value of the goods and a claim arises, any claim settlement would be reduced in the proportion of the under-insurance.

#### **EXAMPLES**

- If a sofa is insured for \$1,000 but the new replacement cost at destination is \$2,000, in the event of a claim, you will be deemed to have under-insured by 50% and as a result would only receive 50% of repair or replacement cost to a maximum of \$1,000.
- The client thinks that damages to their shipment could not exceed \$5,000 and consequently they only request insurance coverage for that amount. However, if their actual shipment value is \$20,000, in the event of a claim, they would only be entitled to 25% settlement of any repair or replacement costs.

A copy of an Itemized, Valued Inventory Form is available on cargocover.com. Once you have logged into www.cargocover.com, select "Personal Effects Inventory Form" from the left hand side of the screen and either download the form or link to web version of the form.

Also, high valued items, antiques, artwork and collectibles as well as items requiring special handling such as pianos must be declared to the underwriter prior to the shipment as these items require special terms and conditions.

The following exclusions will apply to goods that have been owner packed: Excluding Scratching, Denting, Marring, Chipping; Excluding Rust, Oxidation, Discoloration; Excluding Breakage; Wear & Tear, Excluding Pilferage from inside any one package.

Please note that it is a warranty that an itemized, valued inventory be completed prior to shipment commencing. The Insurance Coverage Highlights form must be signed by your client and returned for your file. Both documents must be kept on file by the insured and forwarder as they are required in the event of a claim.

YOUR CLIENT MUST BE PROVIDED WITH A COPY OF THE VALUED INVENTORY FORM FOR COMPLETION AND RETURN, ALONG WITH A COPY OF THE INSURANCE COVERAGE HIGHLIGHTS FORM TO BE SIGNED AND RETURNED. UPON RETURN RECEIPT OF THE ABOVE FORMS A COPY OF THE INSURANCE CERTIFICATE MUST BE PROVIDED TO THE INSURED PRIOR TO SHIPMENT.

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#### What if I need to file a claim?

If the shipment is lost or delivered and is damaged, you may file a claim. To file a claim, email <a href="mailto:cs@aeslogistics.com">cs@aeslogistics.com</a> or call Lindsey with AES Customer Service at 877-890-2295 ext 103. \*It is recommended to do this as soon as possible to maximize claim acceptance and payout. AES Logistics will send you the claim form which you will need to sign and return. The form is shown below.

\*Do not dispose of damaged freight including all inner and outer packaging\*

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		[AES LOGISTICS CLAIM FORM]	
Dear (	Customer:		
Please our in	e note that all Carriers re voice is due in full when	cause you are looking at filing a claim for Damage or Loss from the carrier quire that <u>freight charges be paid in full prior to processing any claims</u> and received. All damaged product and its packaging must be kept and made section or recovery until after the claim is settled.	
		Notor Freight Classifications states	
Please		nt or make a firm compromise offer within 120days of the receipt of claim the following information and attached appropriate documents to help u	
		to 206-214-0352 or emailing it to <u>CS@aeslogistics.com</u> and the pon receipt of this claim.	
Claim	Date:	Carriers Pro #:	
Claimant Name: Contact:			
Mailin	ng Address:		
Phone	:	Fax:	
Shipper: Consignee:			
Comm	nodity and Packaging:		
Weigh	nt of Damaged or Lost Ca	rgo:	
Numb	er of Damaged or Lost C	argo:	
This C	laim is for \$	All and the second seco	
For Da	amage Claim: <u>Visible at ti</u>	me of delivery OR Concealed Damage (Please Circle One)	
Locati	on of Damaged freight: _	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Neede	ed Documents to Submit	ted Claim	
0	OBOL	o Survey Report	
_	POD	o Packing List	
	Commercial Invoice	Repair Invoice or Estimate	
	Colored Photographs	o Other	
	ed as correct.	pearing on this form and the foregoing statement of facts is here by	

AES Logistics will then forward this onto the insurance company. It takes about seven days for the insurance company to acknowledge the claim and assign an adjuster.

They will then send a request if any other documents or information is needed, such as color pictures of the damaged freight, claim statement (partial claim or full claim and how that was determined), and commercial invoice. The insurance company will not pay a claim if you cannot prove how much you paid for the shipment contents (commercial invoice). AES will copy in the insured party into the email so they can aid the insurance company with any additional documents or information.

It takes approximately 30-45 days, but can take up to 90 days for finalization of the claim, depending on the promptness of providing additional information. The check will then be mailed to the insured party.

#### **Expedited Service:**

If the shipment needs to get to the destination faster than normal LTL transit, expedited service can be chosen. It is broken down by date of arrival and time of arrival.

	Monday 2/3/2014	Tuesday 2/4/2014	Wednesday 2/5/2014	Thursday 2/6/2014	
	2 Bus. Days	3 Bus. Days	4 Bus. Days	5 Bus. Days	
10 AM	\$1,183.05	\$1,183.05	\$1,183.05	\$1,183.05	
12 PM	\$1,109.11	\$1,109.11	\$1,109.11	\$1,109.11	
5 PM	\$1,035.18	\$1,035.18	\$1,035.18	\$1,035.18	
Expedited Service quotes expire at 1/30/2014 2:20:15 PM (PST). Carrier liability for shipment is \$100.00  Need it There Faster is a Time Definite Expedited Service which is guaranteed to deliver on the Date/Day/Time selected or the shipment charges are voided. GCM bill of lading must be used for shipping for rate and service guarantee to apply. What makes this service special is your shipment is monitored 24/7 to insure timely service. Ship with Confidence with GCM's Need it There Faster Service.					

Note that the carrier liability is \$100

#### LTL Service:

LTL rates are sorted by price (lowest to highest) and will look like this:



Rates and estimated freight charges are provided for informational purposes only and shall not be construed as a tariff. Freight charges shall be assessed based upon the description of cargo, avaiability of transportation to move the shipment and the rates in effect at the time of shipment. If shipment occupies over 10 lineal feet or 750 cubic feet, LTL rates may not apply to the quote.

Box #1 shows the transit time

Box #2 shows the carrier's historical on-time percent between the two states in the shipment

Box #3 shows the maximum amount the carrier will pay if the shipment is damaged

Box #4 shows the carriers that would be able to do the delivery

Box #5 shows the price for the associated carrier

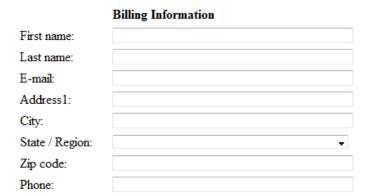
Box #6 contains the carrier's rules and regulations. You can click to view their documents

#### **Booking Rate:**

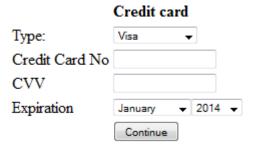
Click on the rate that is desired for the shipment. It will open a new window that will look like this:



Enter in the billing information for the credit card that will be used to pay for the shipment.



Then enter the credit card information



#### **Booking Information:**

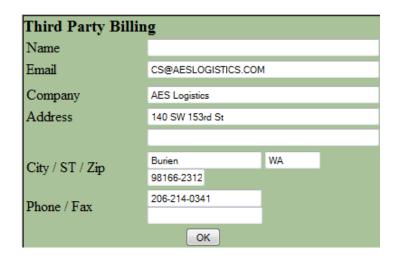
Click Continue and it will take you to the shipment information page.



Start by choosing whether you are the Shipper, Recipient or Third Party



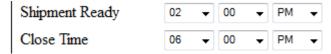
If you are the third party, a box will pop up for the Third Party Billing. Enter in your information and click OK.



Next, confirm the shipment date, if it is wrong, enter the correct date.



Enter the time that the shipment will be ready and the time the pickup location closes. Carriers need a minimum 2 hour window, preferably starting after 12:00pm for business locations and 4:00pm for residential pickups.



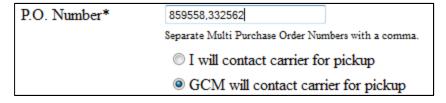
Chose the way the Bill of Lading will be delivered to you: Email or Email and Fax

Bill of Lading ⊚ Email it ○ Email and Fax

Enter in the P.O number. This is any reference number that the driver may need at the time of pickup. Separate multiple P.O numbers with a comma.



Next, select whether you will be contacting the carrier or GCM will.



\*\*If GCM is contacting the carrier, an email will be sent to you once the shipment has been dispatched with the carrier

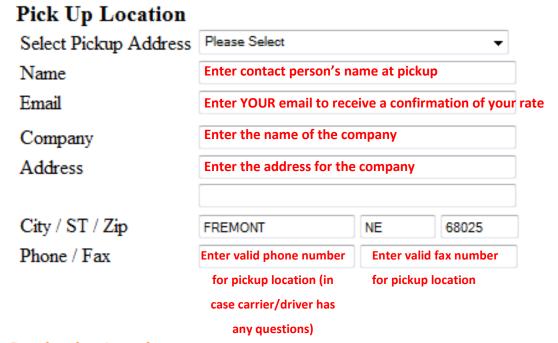
#### **Pick Up Location:**

Next, enter the pickup information:



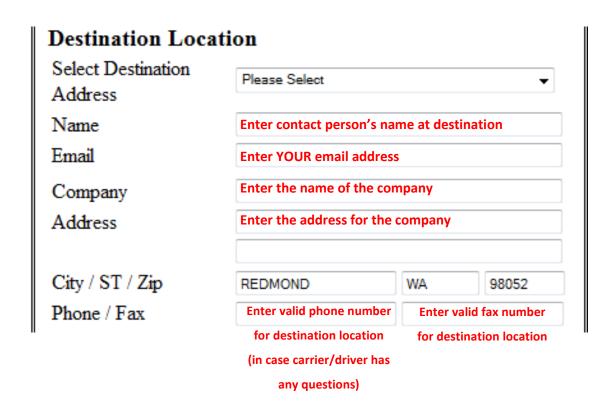
If the pickup address has previously been used for the chosen City, State and Zip code, select the company from the drop down menu.

If it hasn't been used before, enter the information as follows:



#### **Destination Location:**

If the destination has been used previously for the chosen city, state and zip, select it from the drop down menu. If not, enter the destination information as follows:



\*\*RESIDENTIAL DELIVERIES-- If the shipment is going to a residence; enter the customer's name in the name field and the company field.

#### **Destination Location**



#### **Shipment Summary:**

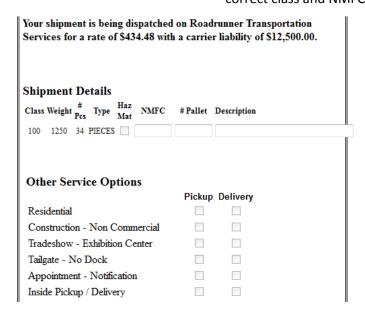
The next section shows a summary of your shipment and the additional services you requested.

If you did Option 1 (Commodity lookup) it will remember the number of pallet and description. Plus, it will auto-fill the NMFC and Class.

Your shipment is being Services for a rate of S	_			runner Transportation liability of \$12,500.00.
Shipment Details				
Class Weight # Type	NMFC	# Pallet	Desc	cription
100 1250 34 PIECES	56290.6	2	Dec	corations/Novelties // 40X48X60
Other Service Opt	ions	Pic	kup	Delivery
Residential				
Construction - Non Co	mmercia	l [		
Tradeshow - Exhibition	Center	[		
Tailgate - No Dock		[		
Appointment - Notifica	tion	[		
Inside Pickup / Delivery	у	[		

If you used Option 2 (entered in the class yourself), you will have to enter in the NMFC number, number of pallets and description, as those fields will show up empty.

\*Again, option 2 should only have been used if you are certain that you have the correct class and NMFC number.\*



If you booked your shipment with additional insurance, it will show that and ask you to put the name of the legal owner of the freight

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Your shipment is being dispatched on Roadrunner Transportation Services for a rate of \$436.16 with a carrier liability of \$12,500.00. An addition of \$1,286.50 of insurance purchased for \$35.00 for a total charge of \$471.16  Name of Legal Owner of Freight
* New product insurance carries a \$500 deductible for any insurance claims. Used Household Goods policy's deductible is 3% of claim minimum of \$500.
It will also show if you selected any additional services. You will not be able to select additional services
at this point; they can only be selected on the information page.
Other Service Options
Pickup Delivery
Residential
Construction - Non Commercial
Tradeshow - Exhibition Center
Tailgate - No Dock
Appointment - Notification
Inside Pickup / Delivery
Enter any additional comments for GCM or the carrier. Examples: send a copy of the BOL to another email address, receiving hours if not normal (Monday-Friday till 6pm).  Comments
send copy of BOL to taylors@aeslogistics.com receiving hours before 4pm  Click Send Dispatch
A confirmation page will show and you can download the BOL.
Thank you for dispatching your shipment with AES.
It is important for the service of this shipment that the bill of lading lists the correct bill-to. We will be sending the Bill of Lading to be used for this shipment to: just
AES will contact the carrier for pickup. Simply make a copy of the bill of lading, give the driver one copy and keep one for your records.
If your company uses your own bill of ladings, please copy the bill-to section of AES' bill to ensure the proper party is billed.  All shipments are billed third-party prepaid. This means the carrier will bill AES, not your company.
Please contact us with any questions
Best regards. AES Shipment Dispatch
Glob have to described the BCL

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A confirmation email will also be sent to the address provided with a copy of the Bill of Lading.

#### **BOL Example:**

The BOL will open and look something like this:

CARRIER	ROADRUNNER TRANSPORTATION - RRT
	Phone: Fax:
SHIP DATE	02/03/2014
Shipment ID	194656
Pro#	

SHIPPER					CONSIGNEE			
Sunshiny 2260 West 5th St FREMONT, NE 68025					Sun Spectacular 5595 NE 74th st REDMOND, WA 98052			
Phone 55520262	62	Fax 3	5552026263		Phone 5559568885	Fax 5559568895		
Bill third party pr Acct # 1050131 AES LOGISTICS, INC 140 SW 153rd Street Burlen, WA 98166	3		Req. Delh	very Date	Additional Services RESIDENTIAL DELIVERY, LIFTGATE DELIVERY			
P.O. Ref # 85 Comments	9558, 332562							
	nd U		40X48X60 send copy of	s/Novelties BOL to tay	// Nmfc 56290.6 lors@aeslogistics.com s before 4pm	<u>Class</u> <u>Weight</u> 100 1,250		
IF ADI					THAT ARE NOT LISTED ON THE OR S ARE RESPONSIBLE FOR THE CHA			
REMIT If consignee's personal or company check C.O.D. is acceptable for C.O.D. please note: TO  C.O.D. AMT \$  NOTE: Where the rate is dependent on value. Shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding				If this info	SECTION 7  Subject to Section 7 of applicable bill of lading, if this information is to be delivered to the consignee without recourse of the consignor, the consignor shall sign the following statement:  C.O.D. FEE TO BE PAID I			
				40.	ier shalt not make delivery of ment without payment of the	CHARGES \$		
				e freight and	all other lawfull charges."	IF CHARGES ARE TO BE PREPAID WRITE OR STAMP TO BE PREPAID		
	per			(S	Signature of Consignor)	Third Party Bill-to		
property described destined as shown possession of this route or routes, or as to each carrier o said property, that	above, in app above which property under within the tent r all or any of every service the condition	arent good ord said company the contract) of tory of its high said property of to be perform on back hereo	der, except as n (the word comp agrees to carry to way operations, of over all or any po- ned hereunder shi f, which are here	oted (contents cany being un to its usual pla therwise to del rtion of said ro tall be subject by agreed to	and condition of contents of packa- derstood throughout this contract as one of delivery at said destination, if liver to another carrier on the route to utle to destination, and as to each part to all conditions not prohibited by by the shipper and accepted himself e transit of goods.	f the issue of this Bill of Lading, the ges unknown), marked, consigned, and meaning any person or corporation in on its own railroad water line, highway , said destination. It is mutually agreed , y at any time interested in all or any of law, whether printed or written herein and his assigns. The carrier and also		
SHIPPER CARRIER					Shipper and carrier hereby certify that they agreed that freight is in good condition, unless otherwise stated on this Bill of Lading, and all packages are within the standards for movement of goods without being damaged.  This is to certify that the above named materials are properly classified.			
PER	DRIVER	PCS		SINGLE (X)	described, packaged, marked, and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.			
			-		<u> </u>			

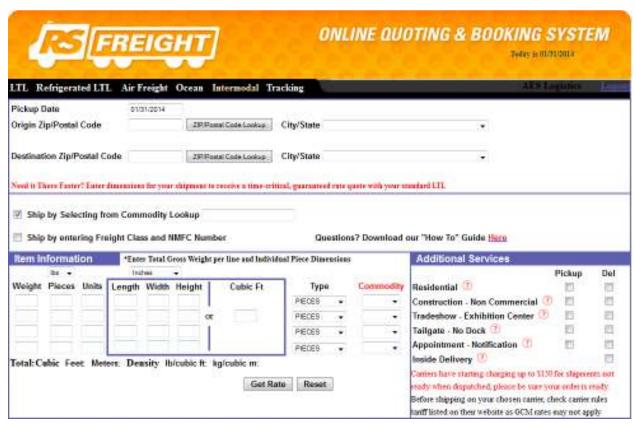
### **Getting a Parcel Quote:**

Repeat the steps to <u>login</u> to the RS website and the beginning of <u>getting a LTL rate quote</u>

After clicking



It will guide you to the quote information page that looks like this:



Click on Air Freight to get directed to the parcel quote information page.



#### **Parcel Information**

The parcel quote information page will look like this:

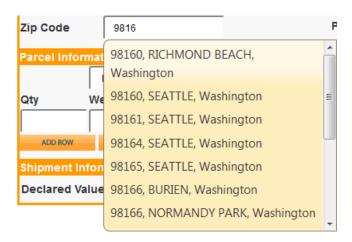


Start by entering the shipping date, using the pop-up calendar.

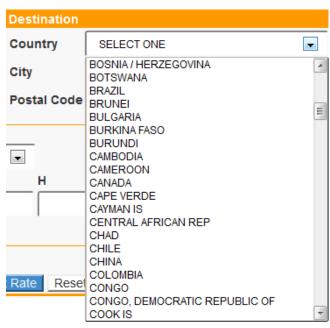


Start entering the origin city or zip code (can only be within the United States) and choose the correct city and zip code from the drop down menu. \*It may be easier to use the zip code as some city names appear in multiple states.\*

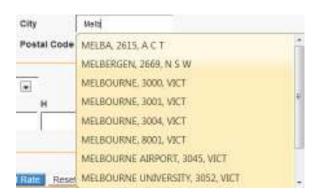


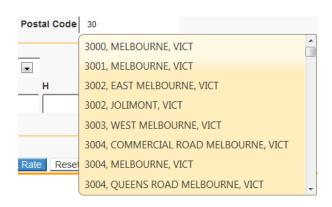


Choose the destination country from the drop down menu



Start entering the destination city or postal code and select from the drop down menu.





In the parcel information box, select the units for weight (pounds or kilograms) and dimensions (inches or centimeters)

Parcel Information

In the parcel I

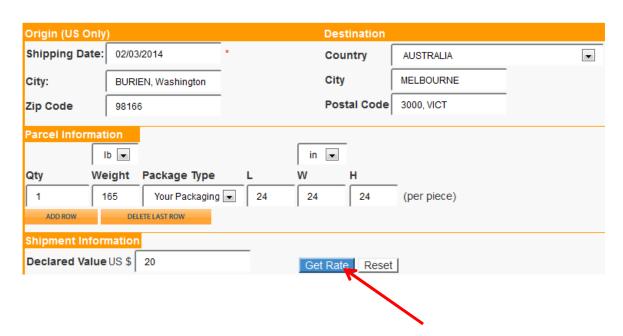
Enter the parcel information: quantity, weight, length, width and height. If there are multiple packages that do not have the same information (dimensions or weight) add more rows to enter in all parcels.



Next, enter the total declared value of the parcels.



Make sure everything is filled out and click Get Rate.



#### **Parcel Rate Quote**

The rate quote window will pop-up and look like this:

guidelines and regulations. Please ask if you have any questions about the services listed



\*\*The prices quoted are ESTIMATES based on the information you have supplied. Prices quoted may not include all surcharges, fees, optional services, duties, taxes, and customs charges.

Customs, weather delays and other acts of god. The listed transit time is not to be construed as guaranteed service as the shipment will be TSA security

\*\*The transit times are INDICATIVE and DHL has no liability or responsibility for differences between this indicative and the actual transit times. Your final transit time may differ based on the pick-up time, the services requested, and the characteristics of the packages actually tendered to DHL. Please contact your local DHL Customer Service Center for more details about DHL services.

It gives you a summary of the parcel information and how long the quote is valid until. When it becomes invalid, you will have to rerun the quote.

From	То	Quote valid through	Pickup date	Declared Value
BURIEN, Washington 98166 UNITED STATES	MELBOURNE 3000, VICT AUSTRALIA	2/10/2014	2/3/2014	20
1 @ 165 lbs 24in x 24in x 24i	2			

#### It then provides the rate quote:

Carrier	Service	Delivery	Bus. Days Click to book
DHL	EXPRESS 12:00	Thursday, February 06, 2014 by 12.00 P.M	3 \$492.78 **
DHL	EXPRESS WORLDWIDE	Thursday, February 06, 2014 by End of Day	3 \$492.78 **
#1	#2	#3	#4 #5

Box #1 shows the carrier

Box #2 shows the service offered

Box #3 shows the delivery time

Box #4 shows the transit time for the Airfreight portion of the move

Box #5 shows the price for the selected carrier and service

#### Note that:

#### Click on the rate for the desired carrier and service



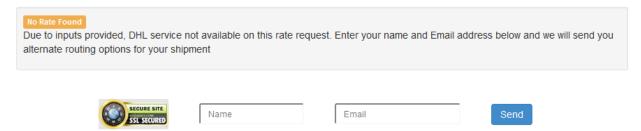
<sup>\*\*</sup> Rate quotes are based on information provided. If actual dimensions or weight vary from those quoted, actual rate will be adjusted accordingly.

Shipment is subject to applicable government laws and regulations, customs, duties & taxes, destination handling and relative costs for release of goods.

<sup>\*\*</sup> Rate is for Door to Door delivery less tax/duty with Customs Clearance included. The charges for receiver's country taxes or import duties are the responsibility of the receiver in the foreign country.

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#### \*\*If the shipment is too large or too heavy, a no rate found page will show.



You may enter your name and email address and an email will be sent to the AES worldwide team with the shipment information and they will provide you with routing options and a quote.

#### **Booking Rate:**

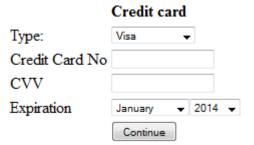
Click on the rate that is desired for the shipment. It will open a new window that will look like this:



Enter in the billing information for the credit card that will be used to pay for the shipment.

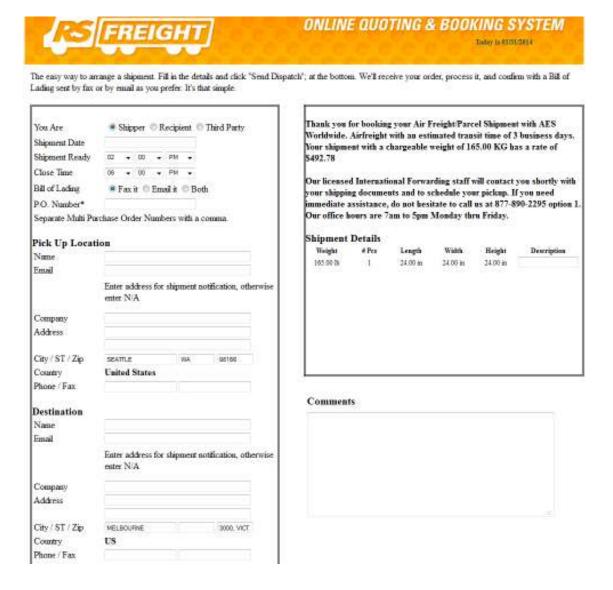
# Billing Information First name: Last name: E-mail: Address1: City: State / Region: Zip code: Phone:

#### Then enter the credit card information

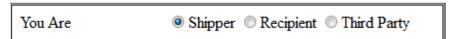


## **Booking Information**

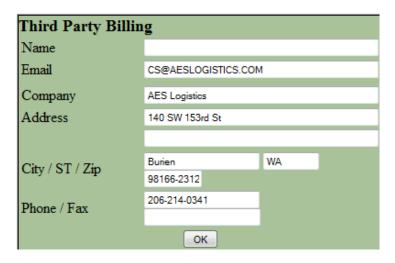
Click continue and the booking information page will open.



Start by choosing whether you are the Shipper, Recipient or Third Party



If you are the third party, a box will pop up for the Third Party Billing. Enter in your information and click OK.



Select the ship date from the popup calendar





Enter the time that the shipment will be ready and the time the pickup location closes. Carriers need a minimum 2 hour window, preferably starting after 12:00pm.



Chose how to receive the bill of lading



Enter in the P.O number, which is a reference number. Separate multiple P.O number with a comma.

P.O. Number\*

Separate Multi Purchase Order Numbers with a comma.

## **Pickup and Destination Locations:**

Fill out the pickup location information as follows:

#### Pick Up Location Name Enter pickup contact name **Enter YOUR email address for shipment** Email and rate confirmation and notification Enter address for shipment notification, otherwise enter N/A **Enter company name** Company Address **Enter pickup location address** City / ST / Zip SEATTLE WΑ 98166 United States Country Phone / Fax for pickup location (in for pickup location case carrier/driver has any questions)

Fill out the destination location information as follows:



(in case carrier/driver has

any questions)

#### **Shipment Summary:**

A summary of the service chosen (transit time and price) is given.

Thank you for booking your Air Freight/Parcel Shipment with AES Worldwide. Airfreight with an estimated transit time of 3 business days. Your shipment with a chargeable weight of 165.00 KG has a rate of \$492.78

Our licensed International Forwarding staff will contact you shortly with your shipping documents and to schedule your pickup. If you need immediate assistance, do not hesitate to call us at 877-890-2295 option 1. Our office hours are 7am to 5pm Monday thru Friday.

## Shipment Details

Weight	# Pcs	Length	Width	Height	Description	
165.00 lb	1	24.00 in	24.00 in	24.00 in	clothes	

Enter the description of what is in the parcel.

Enter any additional comments for GCM or the carrier. Examples: send a copy of the label to another email address, receiving hours if not normal (Monday-Friday till 6pm).

#### Comments

sent copy of label to cs@aeslogistics.com receiving hours before 4:30pm

Click Send Dispatch once all the information is entered.

#### The confirmation page will show up

Thank you for dispatching your shipment with RS Freight

It is important for the service of this shipment that the bill of lading lists the correct bill-to. We will be sending the Bill of Lading to be used for this shipment to: Taylor

RS Freight will contact the carrier for pickup. Simply make a copy of the bill of lading, give the driver one copy and keep one for your records.

If your company uses your own bill of ladings, please copy the bill-to section of RS Freight bill to ensure the proper party is hilled. All shipments are billed third-party prepaid. This means the carrier will bill RS Freight, not your company.

Please contact us with any questions

Best regards, RS Freight Shipment Dispatch

## **Dispatching Shipment:**

An email will be sent to you and look something like this:

This email confirms acknowledgement of your dispatch request. It is important for the service of this shipment that the truck bill of lading lists the correct bill-to. We will be sending the bill of lading to be used for this shipment to: taylors@aeslogistics.com

RS Freight will contact the carrier for pickup. Simply make a copy of the bill of lading, give the driver one copy and keep one for your records.

Our operations staff will be shortly contacting you for required export doc's to complete the shipment. Following is a list of the most common needed documents:

1 -Commericial Invoic

2 -Packing List

3 -Shippers Letter of Instruction (SLI)

We will be able to answer any questions at this time or help assist with further inquiries.

Thank you for using rs.globalcargomanager.com

If your company uses your own bill of ladings, please copy the bill-to section of RS Freight bill to ensure the proper party is billed. All shipments are billed third-party prepaid. This means the carrier will bill RS Freight, not your company.

Please contact us with any question.

Thanks again,

RS Freight Dispatch

Dispatch Confirm

Your service selection of DHL Service and rate of \$492.78 have been received.

Dispatch By: Shipper Ship Date: 02/04/2014 Ready Time: 02:00 PM Close Time: 06:00 PM BOL Via: Email PO Number: 99669649

An email is also sent to AES Worldwide team and they will contact you requesting your commercial invoice. Once the invoice is received, they will dispatch the carrier.

The label is then forwarded to you and you will be instructed to attach **two** copies of your commercial invoice with the labels for customs clearance.

\*\*If the commercial invoice comes in at \$2400.00 or above AES Worldwide with ask you to complete and sign a Shipper's Letter of Instructions (example below).

# **Example Shipper's Letter of Instructions**

		INSTRUCTION - US a AES Worldwide, In		AES	i Log	stics	d/b/a	AE:	S Wo	rldv	<u>ride</u>	
		' N INTEREST (USPR		ne and address)	SHIPPER SIREFER	RENCENUMBER	CONSIGNEE	SREFERENCENU	MEER		DESTINATION	
				ZIP CODE	Z. DATE OF EXPO	RTATION	ORIGIN		TRACKING NUI	IBER (F APPLI	CABLE)	
b. USPRI EN (IRS	ORIDN	0.		TRANSACTION	On receipt of the sh	igment described be i	ow, ASS Worldwide, Inc. Is n	requested and sulho	rized to act as a gen	t for		
4s III TMATE CO	NOGNE	(Complete name and	Reta	Non-related			aybil, sign such sir waybill carriage and delivery by any					
							s waybill, buriffs, rules and n					
							ing grovisions thereof limitin secute in shigger's name an					
b. NTERMEDIATE	CONSIG	NEE (Complete name	and address)		*** SHIPPER	MUST CHEC	K <sup>***</sup> (If no Form of Payme	nt is indicated, the S	hipper shall be liabl	e brohages)		
				ļ	PREPAID BY SHIPPER COLLECT TO THE CONSIGNEE							
SAVE AS ABOVE					DIEE TO I	ALL SHADED AREAS MUST BE						
E* EODIANDOING	ACCINIT.	(Complete name and a	ottoner)			ALL,	SHADLL		AS IVIC	J	,_	
		b/a AES WORL										
1		eet, Burien, W				00	MPLET	ED DV	ешіе	DED		
TEL: 877-890-	2295		FA X: 206-2									
Sb. ID No.		E-MAIL: wor	idwide@aesic	gistics.com	6. POINT (STAT	E) OF ORGIN OR	FTZ NO.	7. COUNTRY OF	OF ULTIMATE DESTINATION			
INTERNATIONAL /	AR		OCEAN		COUNTRY OF C	RIGIN (MANUFAC	CTURE)	15. SHIPMENT	REFERENCE N	0.		
PRORITY			FCL									
DOOR TO AR			LCL	TO PORT			_	17. HAZARDO US MATERIAL FYES, U.S. LAW REQUIRES THE SM PPER TO PREPURE AND SIGN THE DANGEROUS GOODS DECLARATION.				
DOOR TO DO		n [		O DOOR (DDU)	BILL TO /THIRD	PARTY) ADDRES	L Sq	19. ROUTEDE	***		SCLARATION	
DOOR TO DO			4	DOOR (DDP)	(Complete Name a				NO			
									THIRD-PARTY AC	COUNT NUMBER		
SHPPER REQUESTE YeaAmt S	ED INSURA	USD N	POR CURRUGES	us USD					1			
			ron connucian	500					1			
		RIPTION OF COMM		DAND SEARCHED	EOD AT:							
		ov/foreign-trade/			FUR AL.				DOCUMEN	IT STO BE SUP	PLIED BY SHIPPER	
	T										LETTEROF	
									PACKING	DOM COOMA	COCKYTI DANIKING	
	DE DE			QUANTITY- SCHEDULE BUNITYS	SHIPRING WEIGHT (KILDGRAMS) (24)	VALUE	(U.S. do llars, omit ce	nts) (26)	PACKING LIST	PRO FORMA NVOICE	(SIGHT DRAFT)	
PCS	DF OR M (21)	SCHEDULE & NUVEE	R (22)	QUANTITY- SCHEDULE BUNIT(S) (23)			(U.S. do llars, omit ce ling price or cost if not					
PCS		SCHEDULE & NUMBE	R (22)	SCHEDULE BUNIT(S)			•		LIST	EXPORT	(SIGHT DRAFT)  D.G. / HAZ	
PCS		SCHEDULE 8 NUMBE	R (22)	SCHEDULE BUNIT(S)			•		NAFTA	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ  DECLARATION	
PCS		SCHEOULE & NUMBE	R (22)	SCHEDULE BUNIT(S)			•		LIST	EXPORT	(SIGHT DRAFT)  D.G. / HAZ	
PCS		SCHEDULE & NUMBE	R (22)	SCHEDULE BUNIT(S)			•		NAFTA OTHER	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ  DECLARATION	
PCS		SONEOULE RIVINGE	R (22)	SCHEDULE BUNIT(S)			•		NAFTA	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ  DECLARATION  INSURANCE	
PCS		SCHEOLE RIVINGE	A (22)	SCHEDULE BUNIT(S)			•		NAFTA OTHER	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ  DECLARATION  INSURANCE	
PCS		SO-SOLLE ENUVER	A (22)	SCHEDULE BUNIT(S)			•		NAFTA OTHER	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ  DECLARATION  INSURANCE	
	M (21)		R (22)	SCHEDULE BUNIT(S)		(Sel	ing price or cost f not	sold)	NAFTA OTHER	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ DECLARATION  INSURANCE CERFITICATE	
SMS 6	M (21)			SCHEDULE SUNIF(S) (23)			•		NAFTA OTHER	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ  DECLARATION  INSURANCE	
	M (21)			SCHEDULE SUNIF(S)		(Sel	ing price or cost f not	sold)	NAFTA OTHER	EXPORT LICENSE	(SIGHT DRAFT)  D.G. / HAZ DECLARATION  INSURANCE CERFITICATE	
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JULY, 2008

This shipment is subject to the terms and conditions as set forth in the Agreement between shipper and AES Worldwise as of the date of the shipment. Where no such Aggreement exists, AES Worldwide Inc's Commercial Terms and Conditions apply.

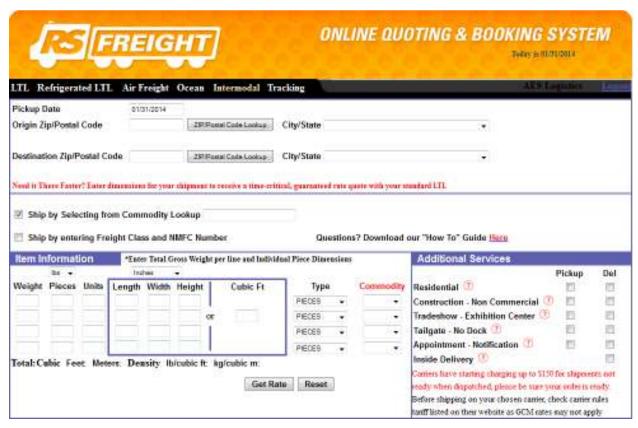
# Getting an LCL rate quote

Repeat the steps to login to the RS website and the beginning of getting a LTL rate quote

After clicking



It will guide you to the quote information page that looks like this:



Click on Ocean to be directed to the Ocean quote information page.



## **Ocean Shipment Options and Information:**

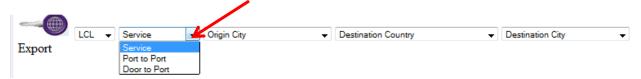
First choose LCL from the Export rater option



Chose the type of service needed:

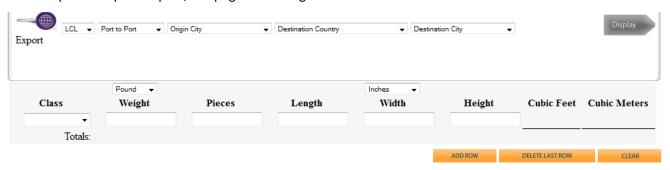
**Port to port**- you will be dropping off the shipment at a warehouse where it will be loaded on the ship for export.

**Door to port-** AES Logistics will send a truck to pick up the shipment and take it to the warehouse.

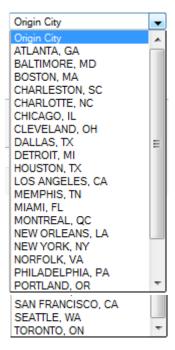


# Port to port information

If the shipment is port to port, the page will change to this:

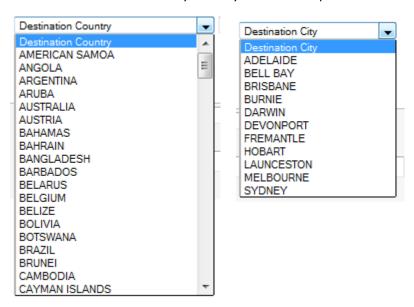


Select the origin city from the drop down menu. This is where the warehouse is located.



\*\*If desired city is not on this list, the door to port option will have to be used to get the shipment from you to the nearest warehouse.

Select the destination country and city from the drop down menus.



Next, select the unit for weight (pounds or kilograms) and dimensions (inches or centimeters).

If the class of the shipment is known you may enter it. If the class is unknown, the system will calculate it based on density. \*Class is not required for international shipments \*

Enter the weight, number of pieces, length, width and height in the appropriate fields



If the shipment contains multiple pieces, you can add rows to enter the other pieces' information.



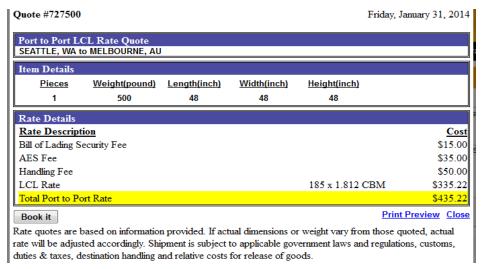
Note that it provides the cubic feet and cubic meters for each piece and the total shipment.

Once the information is entered, click display and it will open the rate quote window



#### **Port to Port Rate Quote:**

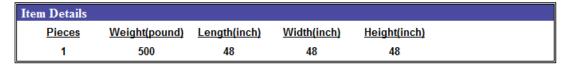
The rate quote window will look something like this:



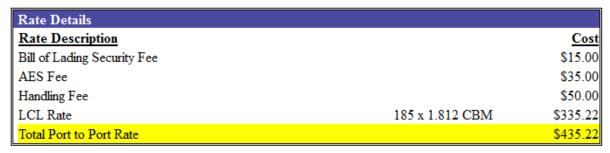
It shows the type of LCL rate quote

## Port to Port LCL Rate Quote SEATTLE, WA to MELBOURNE, AU

It provides a summary of your shipment information



It then breaks down the rate for you and provides the total rate



Here is an explanation of the charges:

Bill of Lading Security Fee is the fee the carrier charges for issuing a BOL

AES Fee is the export Customs Filing Fee

Handling fee is AES Worldwide's handling fee

LCL Rate is the Less Than Container Load Ocean Freight cost (Charged rate per Weight or Measure)

Once ready to book the quote, click **Book it** 

**Go to Booking LCL Rate** 

### **Door to Port Information**

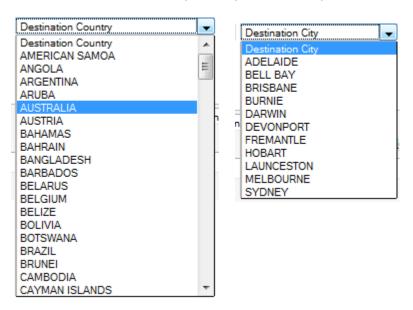
If the shipment is door to port the page will change to this:



Enter the Origin Zip Code (within the United States).



Select the destination country and city from the drop down menus.



Next, select the unit for weight (pounds or kilograms) and dimensions (inches or centimeters).



If the class of the shipment is known you may enter it. If the class is unknown, the system will calculate it based on density. \*Class is not required for international shipments \*

Enter the weight, number of pieces, length, width and height in the appropriate fields

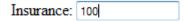


If the shipment contains multiple pieces, you can add rows to enter the other pieces' information.



Note that it provides the cubic feet and cubic meters for each piece and the total shipment.

In the insurance box, enter the cargo commercial value of the shipment.



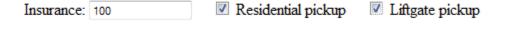
#### Additional services:

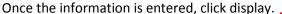
**Residential pickup** includes these locations: apartment, private residence, and businesses based in a home.

**Liftgate pickup** is used when loading docks are not available or if it is a residential delivery and the load is over 100lbs (45.36 kg).

If the pickup is residential, click to box to add the service.

If the pickup requires a liftgate, click the box to add the service.







#### **Door to Port Rate Quote**

The rate quote window will look something like this:

Quote #727799				Monday, Fel	bruary 03, 201
	CL Rate Quote				
98166 to MELBO	OURNE, AU				
Item Details					
Pieces	Weight(pound)	Length(inch)	Width(inch)	Height(inch)	
1	500	<b>4</b> 8	48	48	
Rate Details					
Rate Descripti	on				Cos
Bill of Lading Se	curity Fee				\$15.0
AES Fee					\$35.0
Handling Fee					\$50.0
LCL Rate				185 x 1.812 CBM	\$335.2
Total Ocean Rat	te				\$435.2
Residential Picks	up				\$95.0
Liftgate Pickup	•				\$75.0
_	CFS in SEATTLE,	WA			\$153.9
Total Door to Po					\$759.1
Book it				Print	Preview Clos
Rate quotes are b	ased on information	n provided. If act	ual dimensions or	weight vary from those qu	ioted, actual
rate will be adjust		pment is subject	to applicable gov	ernment laws and regulatio	

It shows the type of LCL quote with origin and destination

# Door to Port LCL Rate Quote 98166 to MELBOURNE, AU

It shows a summary of the shipment

Item Details				
<u>Pieces</u>	Weight(pound)	Length(inch)	Width(inch)	Height(inch)
1	500	48	48	48

Then it breaks down the rates

Rate Details		
Rate Description		Cost
Bill of Lading Security Fee		\$15.00
AES Fee		\$35.00
Handling Fee		\$50.00
LCL Rate	185 x 1.812 CBM	\$335.22
Total Ocean Rate		\$435.22
Residential Pickup		\$95.00
Liftgate Pickup		\$75.00
Door Pickup to CFS in SEATTLE, WA		\$153.90
Total Door to Port Rate		\$759.12

Here is an explanation of the charges:

Bill of Lading Security Fee is the fee the carrier charges for issuing a BOL

AES Fee is the export Customs Filing Fee

Handling fee is AES Worldwide's handling fee

LCL Rate is the Less Than Container Load Ocean Freight cost (Charged rate per Weight or Measure)

It also puts in a line item of your additional services plus the cost of the pickup from the origin to the destination CFS.

Residential Pickup	\$95.00
Liftgate Pickup	\$75.00
Door Pickup to CFS in SEATTLE, WA	\$153.90
Total Door to Port Rate	\$759.12

#### This is then the total rate from door to port.

Once ready to book the quote, click

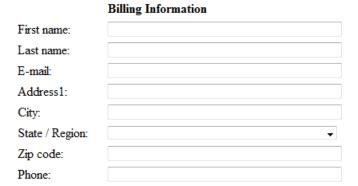


# **Booking LCL Rate:**

The Billing information page will pop up and looks like this:



Enter in the billing information for the credit card that will be used to pay for the shipment.

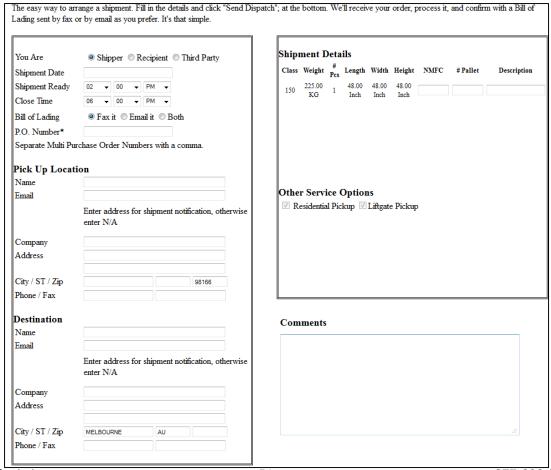


Then enter the credit card information

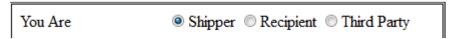


## **Booking Information**

Click continue and the booking information page will open.



Start by choosing whether you are the Shipper, Recipient or Third Party



If you are the third party, a box will pop up for the Third Party Billing. Enter in your information and click

OK.

Third Party Billing



Select the ship date from the popup calendar





Enter the time that the shipment will be ready and the time the pickup location closes. Carriers need a minimum 2 hour window, preferably starting after 12:00pm.



Chose how to receive the bill of lading



Enter in the P.O number, which is a reference number. Separate multiple P.O number with a comma.

P.O. Number\*

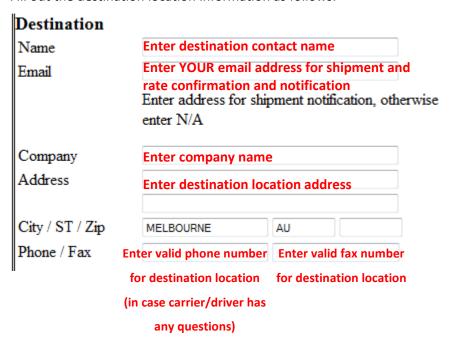
Separate Multi Purchase Order Numbers with a comma.

## **Pickup and Destination Locations**

Fill out the pickup location information as follows:

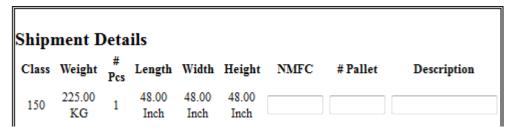
#### Pick Up Location Name Enter pickup contact name Email **Enter YOUR email address for shipment** and rate confirmation and notification Enter address for shipment notification, otherwise enter N/A Company **Enter company name** Address **Enter pickup location address** City / ST / Zip SEATTLE WΑ 98166 Country United States Enter valid phone number **Enter valid fax number** Phone / Fax for pickup location (in for pickup location case carrier/driver has any questions)

Fill out the destination location information as follows:

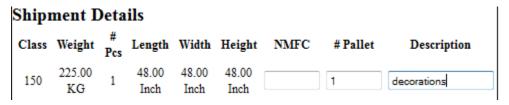


## **Shipment Summary**

A summary of the shipment is given.



Enter the number of pallets and the description. NMFC is not required



It also shows any additional services selected

# Other Service Options

Residential Pickup
Liftgate Pickup

Enter any additional comments for GCM or the carrier. Examples: send a copy of the label to another email address, receiving hours if not normal (Monday-Friday till 6pm).

#### Comments

Click Send Dispatch once all the information is entered.

The confirmation page will pop up and look something like this:

Thank you for dispatching your shipment with AES.

It is important for the service of this shipment that the bill of lading lists the correct bill-to. We will be sending the Bill of Lading to be used for this shipment to: TESTER

AES will contact the carrier for pickup. Simply make a copy of the bill of lading, give the driver one copy and keep one for your records.

If your company uses your own bill of ladings, please copy the bill-to section of AES' bill to ensure the proper party is billed. All shipments are billed third-party prepaid. This means the carrier will bill AES, not your company.

Please contact us with any questions

Best regards,

AES Shipment Dispatch

#### A confirmation email will also be sent to your email that was entered.

This email confirms acknowledgement of your dispatch request. It is important for the service of this shipment that the bill of lading lists the correct bill-to. We will be sending the bill of lading to be used for this shipment to: <a href="mailto:taylors@aeslogistics.com">taylors@aeslogistics.com</a>

AES will contact the carrier for pickup. Simply make a copy of the bill of lading, give the driver one copy and keep one for your records.

If your company uses your own bill of ladings, please copy the bill-to section of AES' bill to ensure the proper party is billed. All shipments are billed third-party prepaid. This means the carrier will bill AES, not your company.

Please contact us with any question.

Thanks again,

AES Logistics Dispatch

Dispatch Confirm

Your rate of \$759.12 have been received.

# **Dispatching the Shipment:**

An email is also sent to AES Worldwide team and they will contact you requesting your invoice, Shipper's Letter of Instructions (see example) and payment. \*Payment may be confirmed with them processing your credit card.\*

Once those are received, AES Worldwide team will send you the Bill of Lading and a booking confirmation.