



# Guide to RS Central – LTL Freight

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www.rscentral.org

2/3/2014

A step by step guide to obtaining and booking an LTL quote through RS Central

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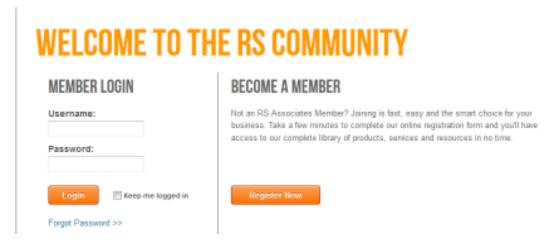
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# **Logging on to RS Central Website:**

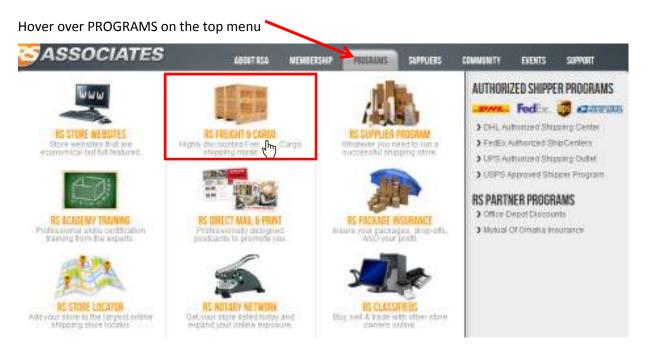
Go to www.rscentral.org and Login on the right side of the page.

# YOUR POSTAL & SHIPPING STORE RESOURCE REGISTER LOCAL

Enter in your username and password to login.



# Getting an LTL rate quote:

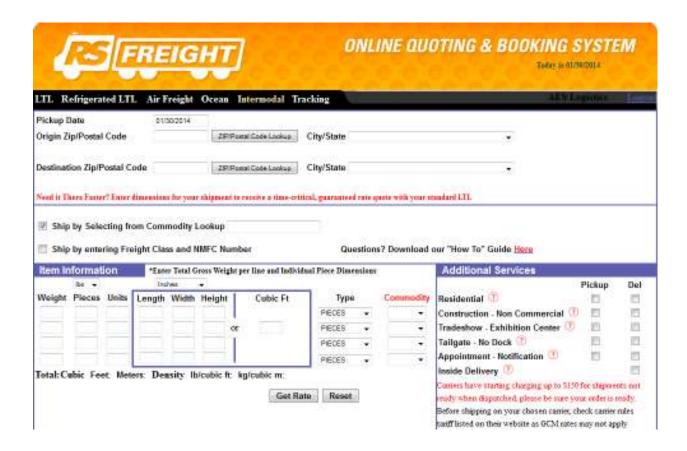


#### Click on RS FREIGHT & CARGO

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

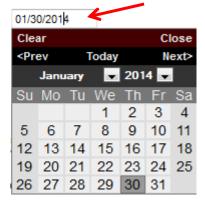


and it will open the quote information



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

#### Pickup Date



# Entering origin and destination Zip/Postal code

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

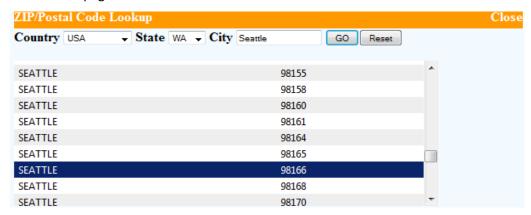
If the origin and destination zip/postal codes are not know, use the ZIP/Postal Code Lookup

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 its 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.

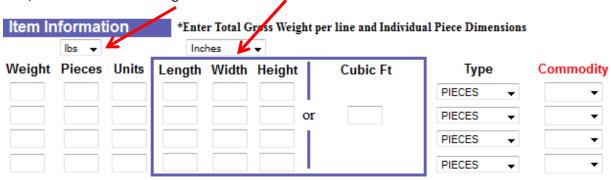


Select the type of commodity from the drop down menu.

# **Entering item information:**

Complete the following table:

First, select the units for weight and dimension.

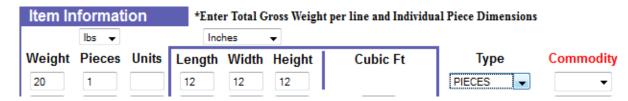


Total: Cubic Feet: Meters: Density lb/cubic ft: kg/cubic m:

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

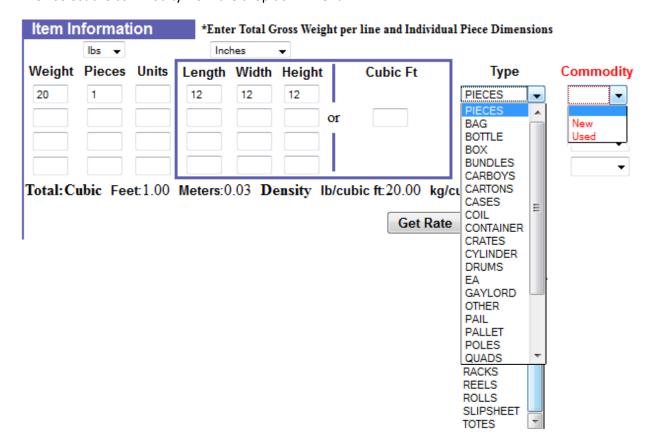
- \* Pieces are the number of pieces total or on a unit.
- \*Units are things such as pallets, skids, crates, etc.

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

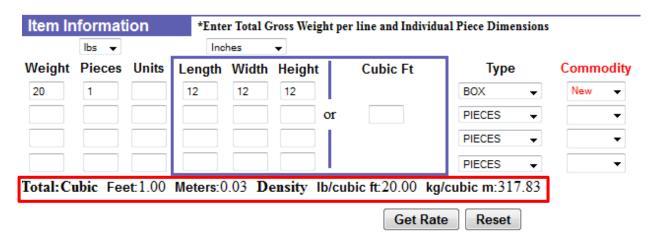


Optional: Select the type of pieces from the drop down menu

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.

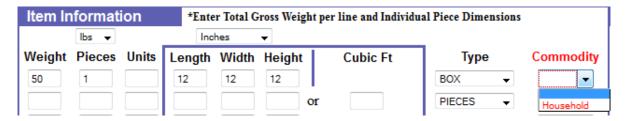


#### **Household Goods:**

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"

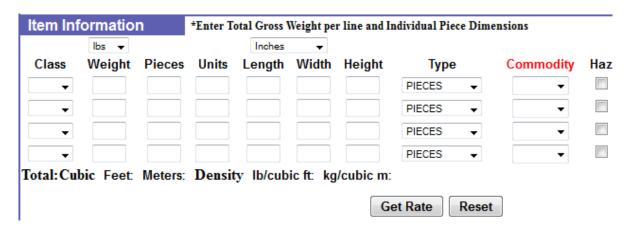


Then enter in the information for the item: weight, pieces, units, length, width, height (or cubic feet or cubic meters) and optional type of piece. Then in the commodity type you will have to click household.



# 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:

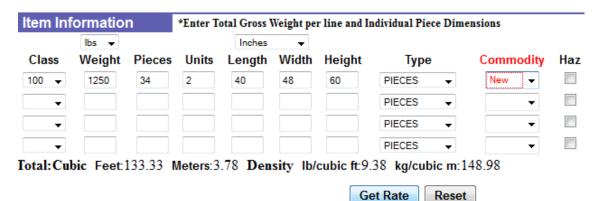


# **Entering item information**

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?**

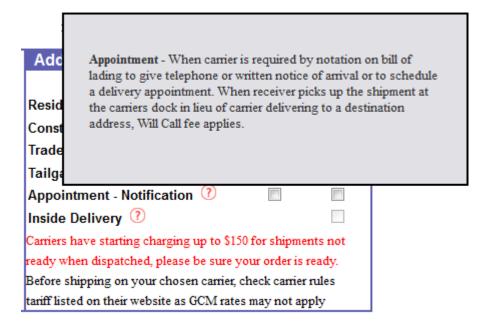
\*If the freight class and NMFC number are unknown and the commodity cannot be found in the drop down menu, please contact AES Logistics by phone at 877-890-2295 or by email at cs@aeslogistics.com\*

# **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, Chautauqua'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).

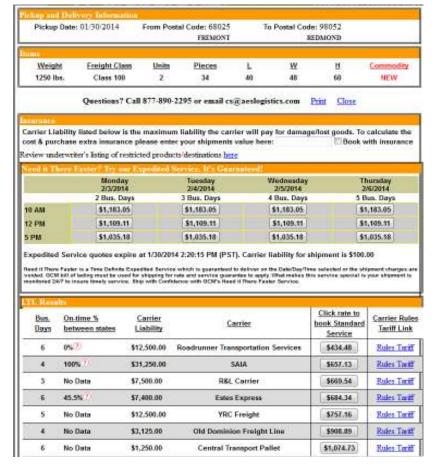
**Appointment- Notification** - When carrier is required by notation on bill of lading to give telephone or written notice of arrival or to schedule a delivery appointment. When receiver picks up the shipment at the carriers dock in lieu of carrier delivering to a destination address, Will Call fee applies

**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

The rate options will pop up and look somethil Get Rate



It shows a summary of your shipment at the top:

Pickup and Delivery Information									
Pickup Date	: 01/30/2014	From Postal Code: 68025		To Postal Code: 98052					
			FREMONT		RE	DMOND			
Items									
<u>Weight</u>	Freight Class	<u>Units</u>	<u>Pieces</u>	<u>L</u>	<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.

# Carrier Liability listed below is the maximum liability the carrier will pay for damage/lost goods. To calculate the cost & purchase extra insurance please enter your shipments value here: 1286.50 Book with insurance Cost \$35.00 Review underwriter's listing of restricted products/destinations here

# **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) x 1.10 = \$1169.54 x 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. These include:

- Antiques
- Artwork (includes paintings, sculptures, anything boughten from a gallery)
- Collectibles (ex: authentic baseball cards)
- 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; that 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 BY SIGNING THIS FORM IT WILL ACKNOWLEDGE 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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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 exidation 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

#### 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 Immediately notify the agent named on the certificate of insurance, and e-mail: claim.cargocover@cna.com

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 416-349-4769 for International clients.

SIGNATURE
BY SIGNING THIS FORM IT WILL ACKNOWLEDGE THAT THIS IS THE INSURANCE COVERAGE YOU HAVE REQUESTED AND
MARSH CANADA WILL ARRANGE ON YOUR BEHALF.

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	reo/Radio \$		S	Lawn Mowers		\$	
CD's/DVD's/Cassettes/ Records			s	Freezer		\$	
Tables	S	TOTAL	s	TOTAL		\$	
	1	Hobby, Sports Equipment	Value	Miscellaneo (Detai		Value	
Hide-a-bed	s	Hobby Material	s			\$	
Aquarium	S	Golf Clubs	s	8			
Fireplace Fixtures	\$	Boat & Motors	s	30	N P		
Toys	S	Photographic Equipme	ent \$	06		\$	
Liquor Cabinet	S	Hunting Equipment	s			\$	
	ij	Fishing Equipment	S			\$	
	ĵ.	Power/Hand Tools	s			\$	
		Bicycles	\$			\$	
		Collections	\$			\$	
TOTAL	\$	TOTAL	S	TOTAL		\$	
Kitchen		Value	Sur	Summary		Value	
Dishwasher		\$	Living Room	Living Room		\$	
Table & Chairs		5	Dining Room	Dining Room			
Microwave Oven		\$	Clothing & Effect	Clothing & Effects			
Refrigerator		\$	Bedroom No.1	Bedroom No.1			
Stove/Cookers		\$	Bedroom No.2	Bedroom No.2			
Cutlery/Utensils		\$	Bedroom No.3	Bedroom No.3		\$	
Dishes	2 2	\$	Bedroom No.4	Bedroom No.4		S	
Pots & Pans		\$	Kitchen	Kitchen			
Electrical Appliances		\$	Den & Family Ro	Den & Family Room		S	
Clocks	3 2	\$	Bathrooms	Bathrooms		S	
Curtains		\$		Basement, Garage, etc		S	
			Hobby, Sports E	Hobby, Sports Equipment		s	
			Miscellaneous It	ems	S		
			Appraised Items	(attach list)*	\$		
			*All antiques m	*All antiques must be appraised		s	
TOTAL		5	TOTAL ALL DO	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

Insured's Signature	Date (mon/dd/yyyy):		
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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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# Filing 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\*

	[AES LOGISTICS C	:LAIM FORM]
Dear Customer:		
Please note that all Carri our invoice is due in full	ers require that <u>freight cha</u> when received. All damage	g at filing a claim for Damage or Loss from the carrier arges be paid in full prior to processing any claims and ed product and its packaging must be kept and made ntil after the claim is settled.
Carrier will pay/refuse p	ill out the following inform	cations states npromise offer within 120days of the receipt of claim nation and attached appropriate documents to help u
	xing it to 206-214-0352 or tvise upon receipt of this cl	emailing it to <u>CS@aeslogistics.com</u> and the aim.
Claim Date:	<u> </u>	Carriers Pro #:
Claimant Name:		Contact:
Mailing Address:		
Phone:		Fax:
Shipper:		Consignee:
Commodity and Packagi	ng:	
Weight of Damaged or L	ost Cargo:	
Number of Damaged or	Lost Cargo:	
This Claim is for \$		
For Damage Claim: Visib	le at time of delivery OR Co	oncealed Damage (Please Circle One)
Location of Damaged fre	eight:	
Needed Documents to S	ubmitted Claim	
o OBOL		<ul> <li>Survey Report</li> </ul>
o POD	95	o Packing List
<ul> <li>Commercial Invo</li> <li>Colored Photogr</li> </ul>		Repair Invoice or Estimate     Other
I have read the informat		and the foregoing statement of facts is here by
certified as correct.		
Name:	Signature:	Date:

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.

Need it There Faster? Try our Expedited Service. It's Guaranteed!								
	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 effected 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

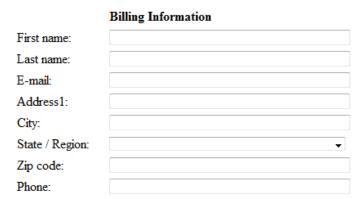
Box #6 contains the carrier's rules and regulations. You can click to view their documents

# **Booking Rate:**

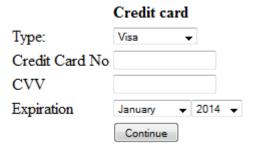
Click on the rate that is desired for the shipment. It will open a new window that will look like this:



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



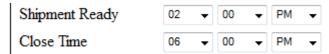
If you are the third party, a box will pop up for the Third Party Billing. Enter in your information and click OK.



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.



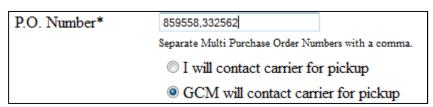
Chose the way the Bill of Lading will be delivered to you: Email or Email and Fax



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:**

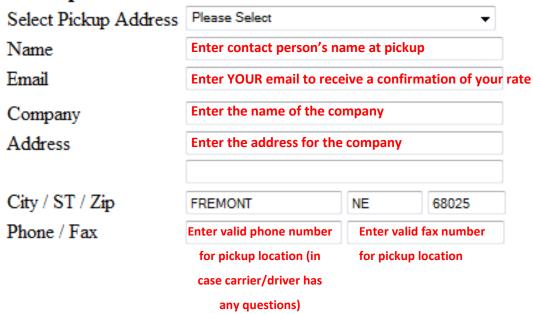
Next, enter the pickup information:



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

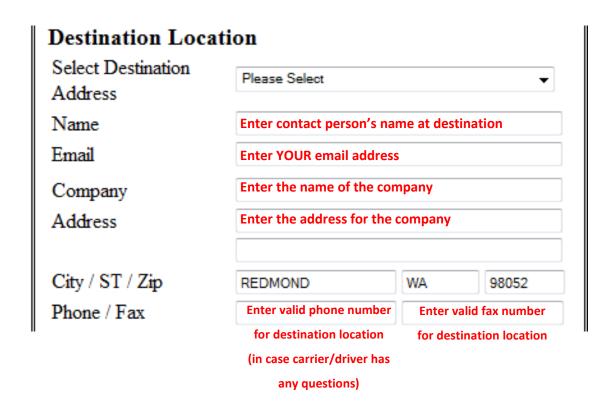
If it hasn't been used before, enter the information as follows:

# Pick Up Location



#### **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.

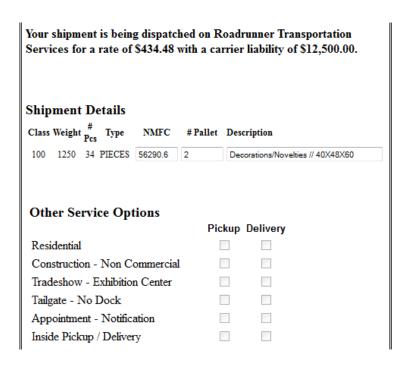
#### **Destination Location**



# **Shipment Summary:**

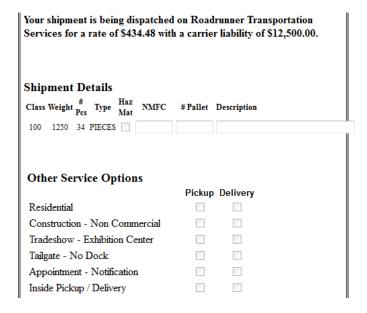
The next section shows a summary of your shipment and the additional services you requested.

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.



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

Back to Table of Contents

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 hill of lading lists the correct hill-to. We will be sending the Bill of Lading to be used for this shipment to: jane
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 to with any questions
Best regards, AES Shipment Dispotch

Clear to translate the BOL

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

# **BOL Example:**

Phone: Fax:

CARRIER

The BOL will open and look something like this:

ROADRUNNER TRANSPORTATION - RRTS

	2/03/2014 94656								
	SHII	PPER			coi	NSIGNEE			
Sunshiny 2260 West 5th St FREMONT, NE 68025 Phone 555202626 Bill third party pro	ADDRESS CONTRACT	Fax 5	5552026263		Sun Spectacular           5595 NE 74th st           REDMOND, WA 98052           Phone         5559568885           Fax         5559568895				
Acct # 1050131 AES LOGISTICS, INC 140 SW 153rd Street Burlen, WA 98166			Req. Delive		Additional Services RESIDENTIAL DELIVERY, LIFTGATE DELIVERY				
P.O. Ref# 859 Comments	558, 332562								
Count Kin 34 PIEC				Novelties  BOL to tayl	Nmfc 56290.6 ors@aeslogistics.com	Class Weight 1,250			
IF ADD		ORDER TO BUTCHES		CONTRACTOR OF THE	THAT ARE NOT LISTED ON THE OR ARE RESPONSIBLE FOR THE CH				
REMIT If consignee's personal or company check C.O.D. is acceptable for C.O.D, please note: TO				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		C.O.D FEE TO BE PAID BY  CONSIGNEE  SHIPPER			
	C.O.D. AMT	-	ua Shinnars ara	statement: "The carri	er shalt not make delivery of	TOTAL CHARGES \$			
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				freight and	nent without payment of the all other lawfull charges."	IF CHARGES ARE TO BE PREPAID WRITE OR STAMP TO BE PREPAID			
	per	8		(S	ignature of Consignor)	Third Party Bill-to			
property described a destined as shown possession of this proute or routes, or w as to each carrier or said property, that e	bove, in app above which operty under othin the tent all or any of every service the condition	arent good ord said company the contract) a tory of its high said property o to be perform on back hereot igned) to be valid	der, except as not (the word compa- agrees to carry to way operations, oth over all or any port led hereunder sha f, which are hereb	ted (contents any being und its usual pla- nerwise to del ion of said ro- il be subject by agreed to	and condition of contents of packa derstood throughout this contract as so of delivery at said destination, if liver to another carrier on the route to the to destination, and as to each part to all conditions not prohibited by by the shipper and accepted himself transit of goods.  Shipper and carrier hereby certify condition, unless otherwise stated of	If 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 o 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 that they agreed that freight is in good on this Bill of Lading, and all packages			
Section to the section of the sectio				NO. F	are within the standards for movement of goods without being damaged.  This is to certify that the above named materials are properly described, packaged, marked, and labeled and are in proper or				
PER	DRIVER	PCS		HPT (X)	transportation according to the applicable equiptions of the Dona				