Shipping Requirements

The following documentation identifies the outbound shipping requirements for all outbound materials being picked up at our warehouse facilities. These requirements will ensure a timely and accurate loading and shipping process. Failure to meet the below requirements will result in either a refused pick up or additional charges for non-conformance.

I. **Carrier Compliance**
   a. General
   b. Delivery Appointments
II. **Loading Requirements**
   a. Driver Check In
   b. Shipment Paperwork
   c. Shipment Loading
III. **Terms and Conditions**
   a. Non-Compliance
   b. Agreement
IV. Locations and Contact Information

I. Carrier Compliance

a. General
   i. Appointments are required for all freight pickups from our warehouse.
   ii. No appointments are necessary if shipping small parcel. Small parcel pick-ups occur throughout the day, with last pick up between 4:00 and 5:00 p.m.
   iii. Standard hours of operation are 0900 to 1800 hours. Later arrival times may be able to be accommodated if scheduled in advance.

b. Delivery Appointments
   i. Appointments must be requested no later than 12:00 p.m. CST, one business day prior to pick up.
   ii. The order must be fully processed and ready for pick up in advance of the requested appointment.
   iii. The Carrier Name, Customer Name, Customer PO # or ARN #, PRO # or Trailer # and Client Name must be provided at time of appointment.
   iv. Any special requirements for loading must be communicated at time of appointment.
   v. Drop trailers can be accommodated, details regarding timing and pickup carrier must be available when making the appointment.

II. Loading Requirements

a. Driver Check In
   i. The driver must check in with a CLS shipping associate prior to their appointment time and prior to backing into a dock. A shipping associate will direct the driver to the appropriate dock.

ii. When checking in, the driver must present and/or identify the following:
    - ✓ Photo Identification
    - ✓ Carrier Name
    - ✓ Customer Name and destination address
    - ✓ Customer SO #, PO #, ARN #
    - ✓ Number of pallets

iii. What happens if a carrier arrives with no appointment or misses their appointment time?
    1. A carrier may be refused, and the driver instructed to contact their dispatch to set an appointment for a future date/time. A driver may be given an appointment for later that day if available and the freight is ready.
    2. A driver may be given an option to wait as a work-in to load between other appointments if the scheduled workload and time permits. These instances are taken on a case-by-case basis and will not guarantee any estimated wait time, nor will this imply an appointment. The warehouse will not be liable for any detention time charges in this instance.
    3. Appointment times will be held for 20 minutes maximum, thereafter the appointment is considered forfeit unless prior arrangements have been secured.

If the Driver does not have a valid # to identify the shipment, they must contact their dispatch and request the information.

b. Shipment Paperwork
    i. A complete legible BOL will be provided to the driver to review for accuracy; the driver is to sign and date each BOL and it is to be returned to the shipping associate. The shipping associate will co-sign and date the BOL's and provide one copy to the driver and keep two copies for CLS records.
    ii. If the carrier is providing pro # labels to be attached to the freight they must be provided to the shipping associate immediately.
    iii. It is requested, if a driver has a pro book that can be left behind for future pick-ups the shipment will be labeled with PRO #'s and associated PRO # label on the BOL will be prepared before the driver arrives.
c. Shipment Loading
    i. Once backed into a dock, the vehicle must be shut off and wheels must be chocked prior to loading.
    ii. The interior and exterior trailer/container condition must be deemed safe upon inspection prior to loading. Any structural damage to the trailer/container such as holes/leaks, damaged walls, floorboards or floorboards deemed unable to withstand weight of our forklift fully laden may result in refusal of the entire shipment.
    iii. For safety and security, drivers are required to wait in the designated waiting area.
    iv. Drivers are not allowed on the dock or beyond the check-in and waiting area unless escorted by an employee.
    v. If trailer seals are required after loading please alert the shipping associate.

III. Terms and Conditions

a. Non-compliance - Failure to meet the above requirements will result in either a refused shipment or additional charges for non-conformance per the client rate card.
b. Agreement
    i. This Agreement, along with the master Terms and Conditions Agreement, constitute the entire agreement between the parties with respect to the subject matter hereof. This Agreement supersedes all prior or contemporaneous understandings, agreements and representations, whether written or oral, between the parties regarding the subject matter hereof.

IV. Locations and Contact information

Shipping hours are: 9:00 a.m. - 6:00 p.m. CST

All shipping inquiries or appointment requests are to be made by calling: (708) 223-1200 or by emailing the facility:

2881 N. Busse Road, Elk Grove Village, IL 60007	email: busseshipping@ctlglobalsolutions.com
11697 W. Grand Avenue, Northlake IL 60164	email: nlshipping@ctlglobalsolutions.com
560 Supreme Drive, Bensenville IL 60106	email: bvshipping@ctlglobalsolutions.com

IF YOU HAVE QUESTIONS PLEASE CONTACT YOUR ACCOUNT MANAGER.