



# FREIGHT

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*Revised January 11, 2018*

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## SHIPPING OPTIONS

### **DESIGNATED TRUCKLOAD (DT)**

DT loads ship from San Antonio directly to the customer's location on a 53' carrier. A full truck can hold approximately 3300 cubes – 250 cabinets, depending on combination of cabinet sizes. Trucks ship preferably collect, on account. A list of authorized carriers is located at the end of this document. Rates can be provided for each carrier so that you can select your carrier and set up your account. To ship pre-paid requires approval from the VP of Sales. Designated load rates vary depending on carrier used and fuel surcharges at time of shipping.

Designated trucks ship to manned commercial locations with a dock. DT's follow current lead times.

### **SPLIT TRUCK PROGRAM (STP)**

STP is a shipping program that allows customers to ship smaller loads with other customers in the same area. Each load is braced and separated. STP rates are set so you will only pay for your portion of the truck. There is a minimum of 10 cabinets, loads less than 10 cabinets will be held until more cabinets can be added. Should your order's delivery address go to an area, where during that week, we do not have a truck routed, we will hold the order for one week to match up with other loads in your area.

Maximum freight rates are set so that the customer would not be charged more than that dollar amount. This rate is the average designated truck rate for shipments in that city/state. The STP Max rate is not the same as a designated truck rate. Designated Truck (DT) rates are based on a per mile rate and fuel surcharges at time of shipping. Once your STP load reaches the cube count, that it cannot be shared with another customer, you will be notified and it will need to ship as a DT.

Split trucks can only ship to commercial locations that have a dock. STP lead times are the current lead time plus one week. Each stop is responsible for removing all floor paper, trash, and wall materials from their portion of the truck. Leaving these items for the next stop or driver to remove could result in a \$100 clean up fee.

### **LESS THAN TRUCKLOAD – LTL**

LTL orders will be palletized and shrink-wrapped to help prevent transit damage. There will be a \$50.00 fee to palletize and shrink wrap your order. LTL shipments are not BJTC's preferred method of shipping. Kitchen orders will ship on our split truck program and not via LTL.



## FREIGHT INFORMATION

The following are definitions on the different shipping locations and delivery options for each.

**COMMERCIAL/PROJECT JOBSITE** – Any address that is in a commercial neighborhood that can be accessed by a 53' trailer. The recipient must have a dock or the ability/manpower to unload the trailer. Carrier must be unloaded upon arrival (live unload) within a 2-hour time frame. Split trucks can ship to a project job site as long as the address is not an existing residential location.

**RESIDENTIAL DELIVERIES** – Any address that is in an existing residential community, whether it is a new home under construction, a home being remodeled, or a business office located in a residential community. These type ship to addresses cannot deliver on our carriers. They can ship on the carrier to a cross-dock location for last mile delivery or via LTL (ABF Freight).

**LTL Residential Shipments** – Product is palletized and shrink-wrapped or loaded in a PUP truck and braced. PUP trucks can be dropped at location and picked up later in the day.

### **ADDITIONAL CHARGES**

***Detention*** – All trucks are live unload, carriers allow 2 hours to unload your truck (full and split loads). Detention fees are based on 15 minute increments, from \$15 - \$25 each 15 min. It is a good ideal to write the arrival and departure times on the Bill of Lading (BOL).

***Dunnage Disposal*** - The floor of each trailer is prepared with protective paper. Once you have unloaded your product, please remove all paper and bracing items. Carriers charge approx. \$100 - \$150 to remove any debris left in the trailer.

***Driver Assist / Tailgating*** - Carriers do not tailgate or unload product. If you request these options, they typically can charge anywhere from \$80 to \$150 depending on the carrier. Drivers have the right to refuse to assist in unloading the truck.

BJ Tidwell will be not responsible for additional fees. You will be invoiced for any additional charges that appear on the carrier invoice.

### **INVOICE TERMS**

Terms on all freight invoices will be Net 10 with no discount.



## FREIGHT CLAIMS – TRANSIT DAMAGE

Upon receipt of your truck, the doors to the trailer are sealed. If the seal has been broken, you should notify the driver and also make note of it on the Bill of Lading (BOL). During the removal process from the trailer, please inspect for water damage (swollen cardboard packaging or wood on the bottom/sides of the cabinets). If you see water in the trailer – take pictures, show the driver and write it on the BOL.

If you are shipping to a cross-dock location – they have to report damage by writing it on the carrier BOL and notify you promptly. If this is not done, a claim cannot be filed and the cross-dock should be held responsible. Whoever pays the carrier freight invoice, is responsible for submitting freight claims. Each carrier has their own claim process.

### Loads Shipping - Collect

Carriers are only responsible for: Water damage due to a trailer leak, Load shift damage due to driver incident or an Accident while in route. Freight claims should be submitted to your carrier within 24 hours of delivery. You should email or call your carrier and ask for their claim process. Following is a list of what you should provide:

- 1) Description of damage
- 2) Original sales order noting the damaged items that need to be replaced.
- 3) Photos showing the damage, and the label for each damaged piece.
- 4) Copy of BOL showing that you noted transit damage, it is always a good ideal to write how many pieces were damaged on the BOL.
- 5) Replacement sales order showing the cost of each replacement piece.

Please note that replacement orders ship at your cost – your claim with the carrier will cover the cost of replacement pieces.

### Loads Shipping - Pre-Paid

If your load shipped pre-paid, please notify your customer service representative within 24 hours of delivery of any potential transit damage. Along with the email, the following items should be included to ensure your claim is approved.

- 1) Sales order number and a list of all items that were damaged.
- 2) Photos showing the damage, and the label for each damaged piece.
- 3) Description of damage, (i.e., water damage, load shift).
- 4) Copy of BOL showing that you noted transit damage.

Once all requested information is received by your CSR and approved by the freight claims department, the replacement pieces will ship at no charge.

**BJ Tidwell Cabinetry will not accept claims for damaged product after the product has been unloaded from the truck and moved to the distributor warehouse.**



## **LTL (UPS/ABF)**

If you see visible damage to the packaging of your order, you should inspect the product and note any damage on the BOL. If you do not mark the item as damaged on the BOL – the claim will be denied. If your order(s) shipped collect, you will need to contact the company to file the claim. If it shipped pre-paid, please notify your customer service representative within 24 hours of delivery of any potential transit damage. Along with the email, the following items should be included to ensure your claim is approved.

- 1) Sales order number and a list of all items that were damaged.
- 2) Photos showing the damage, and the label for each damaged piece.
- 3) Description of damage.
- 4) Copy of BOL showing that you noted transit damage.

Once all requested information is received by your CSR and approved by the freight claims department, the replacement pieces will ship at no charge.

## **PRODUCT SHORTS / OVERAGES**

### Shorts

If your load is missing product that should have shipped, please notify your Customer Service Representative within 24 hours of receipt.

### Overages

If there is product on your load that belongs to another customer, we ask that you receive the item(s). Please take a picture of the label(s) and send to your customer service rep explaining that you have items that belong to another customer. We will advise on how to proceed.

Please do not leave any product on the truck.



## AUTHORIZED CARRIERS

Listed below are the authorized carriers for BJ Tidwell Cabinetry. If you are not happy with your current carrier or want to compare rates with other carriers, please email [S.Finch@BJTidwell.com](mailto:S.Finch@BJTidwell.com) for quotes.

### **Alliance**

#### **Gloria Sanchez**

Phone: 210-661-0900

Email: [Gloria@alliancetransport.com](mailto:Gloria@alliancetransport.com)

### **ATS**

#### **Christi Anderson**

Phone: 800-279-6118

Email: [Christia@ATS-INC.com](mailto:Christia@ATS-INC.com)

### **Bee-Line Transportation (Texas only)**

#### **Denis Cotton**

Phone: 210-654-4547

Email: [denisc@beelineit.com](mailto:denisc@beelineit.com)

### **Danny Herman Trucking (DHT)**

#### **Doug McGlamery**

Phone: 423-727-9061 (located in TN) (Track and Trace)

Email: [doug.mcglamery@dannyherman.com](mailto:doug.mcglamery@dannyherman.com)

After hours email: [dispatch@dannyherman.com](mailto:dispatch@dannyherman.com)

### **Landstar**

#### **John Kennedy**

E-mail: [John@jnclogisticsinc.com](mailto:John@jnclogisticsinc.com)

Phone: 972-447-0716

### **Schneider**

#### **Customer Service**

Phone: 469-941-3028

Email: [CSDallas@schneider.com](mailto:CSDallas@schneider.com)