



## SPECIAL SERVICES [Billing Detail] 091904

### AFTER HOUR SERVICE [AH]

TYPE	HOURS*	IMMEDIATE REGION**	CANADIAN MAIN CENTRE DESTINATIONS ONLY**
Sunrise [AHS]	Between 0700 and 0859 hours, Monday through Friday:	\$25.00	\$50.00
Morning [AHR] [Appointments Only]	Between 0900 and 1059 hours, Monday through Friday:	\$10.00	\$25.00
Noon [AHR] [Appointments Only]	Between 1100 and 1159 hours, Monday through Friday:	\$10.00	\$15.00
Regular [AHR] [Appointments Only]	Between 1200 and 1729 hours, Monday through Friday:	\$10.00	\$15.00
Dusk [AHD]	Between 1730 and 1959 hours, Monday through Friday:	\$25.00	\$25.00
Midnight [AHM]	Between 2000 and 0659 hours, Monday through Friday:	\$75.00	\$75.00
Weekend [AHW]	Anytime Saturday:	\$50.00	\$50.00
Holiday [AHH]	Anytime Sunday or Statutory Holiday:	\$75.00	\$75.00

\*Based on both pick up and delivery times and to Main Centre postal codes only. Additional surcharges will apply beyond city limits.

\*\*Add Minimum \$25.00 for Straight Truck and minimum \$35.00 for Tractor Trailer for all BUT Morning, Noon and Regular Appointments.

### APPOINTMENTS [APP]

Orders requiring a dedicated time to affect delivery based on pre-set appointments or those that require Express to schedule a delivery appointment will be assessed a \$10.00 administration fee and After Hours Service charges. Deliveries may need to be upgraded to OvernightDirect status to accommodate appointment times. Applicable Territory destinations include:

**All Territories:** Atlantic Wholesalers, Business Depot, Grand & Toy, Kohl & Frisch, Loblaw (Electronic Receiving Locations Only), Medis, Office Place, Price Costco, Ryder Grocery, Shoppers Drug Mart, Sobey's, Supply Chain Management, Wallace & Carey

**Central Territory:** *Ontario:* A & P Warehouse, Axis Logistics, Canadian Tire Warehouse, Encore Sales, Home Depot, J.D. Smith, Lanzarotta Warehouse, Livingston, Lunsden Brothers, National Grocers, Sears Distribution, Source Medical, The Bay Distribution, Toys "R" Us Warehouse, UPS Logistics, Zellers  
*Quebec:* McMahon, Jean Coutu, Provigo

**West Territory:** *Alberta:* Federated Co-op, MacDonalds Consolidated, Overwaitea, Western Grocers, Westfair Foods  
*British Columbia:* Buy Low Foods, Core-Mark, EV Logistics, Overwaitea, Unipharm  
*Saskatchewan:* United Pharmacists

**East Territory:** *New Brunswick:* Co-op Atlantic, Home Depot, Matrix, Pharmasave, Serca, Staples, TRA  
*Nova Scotia:* Co-op Atlantic, Home Depot, National Grocers, Serca, Source Medical, TRA

### BLANKET WRAP [BW]

For providing for the use of blankets to transport goods, on a Direct drive basis only or; on an Overnight or Messenger basis in the Direct Points of Service. Assessed at \$25.00 minimum for one skid equivalent or less, plus \$10.00 each additional skid equivalent.

### BROKERAGE [BR]

For the provision of the proper documentation to effectively clear an order by the carrier's supplied broker. An administration fee of \$100.00 per shipment will be assessed to all U.S.A. and Oversea Destinations.

### C.O.D. [COD]

An administration-handling fee will be assessed as follows:

**Direct Points of Service: Parcel, Freight:** \$5.50 flat administration fee.

#### **Indirect Points of Service:**

**Parcel (<150 lbs.) and under 10 ft. in length:** \$15.00 flat administration fee.  
**Freight (>150 lbs.) or over 10 ft. in length:** 7.75% of C.O.D. value (minimum \$140.00) administration fee.

**U.S.A. & Overseas Territories:** C.O.D. services are not available.

### COLLECT BILLING [COL]

All collect orders will be assessed tariff rates and are subject to an administrative fee of \$7.75 upon billing.

### CROSS-DOCK HANDLING [CD]

When available, for the loading and unloading of equipment, for immediate furtherance to other Destination(s). Assessed at the greater of the prevailing Order Processing or Hourly Values.

### CUSTOMS CLEARANCE [CC]

For the clearance of an order that is supported by proper Brokerage documentation, and named broker, as supplied by the shipper. An administration fee of \$25.00 per shipment to all U.S.A. and Overseas Territories.

### DANGEROUS GOODS [DG]

Dangerous goods will NOT be accepted. The shipper assumes all liability for false and improper use of placards and the presentation of misleading documentation.

### DECLARED VALUE [DV]

For declaring a value in excess of the noted standard Limitation of Liability Subsection a), an excess value surcharge will be assessed at \$4.50 per \$100.00, or portion thereof.

### DELIVERY TIME [DT]

For charges for the additional time taken to physically affect a delivery to a consignee. See Hourly values.

**DEMURRAGE [DEM]**

The dropping and spotting of a trailer on an overnight or longer basis, by customer request in the Direct Points of Service will be assessed at a rate of minimum \$50.00 per day. To all other destinations, the rate will be cost plus 25%.

**DESTUFFING (and STUFFING) [DES]**

When available, for the unloading and loading of equipment, for immediate furtherance to other Destination(s). Assessed at the greater of the prevailing Order Processing or Hourly Values.

**DIMENSIONAL VALUE [DIM]**

All bulk and oversized (length, width and/or height orders will be charged for at the greater of either the actual or dimensional weight ([L x W x H] ÷ 1728 x Dimensional Value); or alternatively, at 1,000 lbs. per linear foot, if utilizing 10 feet or more of trailer space. Also see **OVERSIZE SHIPMENTS**.

	<b>Service</b>	<b>Parcel</b>	<b>Freight</b>
<b>Immediate Region (GTA):</b>	Ground	10 lbs. per cubic foot	10 lbs. per cubic foot
<b>All Other Areas:</b>	Ground & Air	15 lbs. per cubic foot	15 lbs. per cubic foot

**Freight** values above will be assessed for any Parcel, which exceeds a combined length and girth of 72 inches; or any order, which has a combination of loose Parcels that results in a Skid Equivalent configuration or in itself weighs 70 pounds or greater.

All Skid Equivalent orders destined outside the Immediate Area, that have an Actual or Dimensional weight of 100lbs. or less will be assessed a minimum \$30.00 surcharge.

**FUEL [FS]**

Depending on market conditions, a fuel surcharge may be levied from time to time.

**FULL LOADS [TL]**

As quoted separately on Rate Quotation, will have a maximum weight restriction of 40,000 lbs. Overweight assessments and MOT fines and penalties as a result of incorrect weights are the responsibility of the shipper at cost plus fifteen [15] percent.

**HAND BOMB [HB]**

Will be assessed at \$25.00 per delivery and applies to all non dock-to-dock orders in excess of 500 lbs. made during allowable Free Time. If delivery takes longer than half an hour, then the appropriate Hourly Values will apply for the entire time taken.

**HEATED SERVICE [HS]**

For protection by heat, of product being shipped between October 15<sup>th</sup> and April 15<sup>th</sup>, to keep it from being frozen.

- **Central Territory:** Not available.
- **East, North and West Territories:** An assessment of 15% of total transportation charges, minimum \$15.00 will be assessed.

**HOURLY VALUES [HV]**

Waiting, Delivery, Loading/Unloading time and Labour (Additional Helpers) charges are charged at the Hourly Values beyond [free time] as outlined. All additional hours, or part thereof, will be assessed based on minimum thirty (30) minute increments.

<b>Walker/Cyclist:</b>	\$25.00 [5 minutes].
<b>Car/Van:</b>	\$30.00 [15 minutes].
<b>Cube Van:</b>	\$45.00 [30 minutes].
<b>Straight Truck:</b>	\$60.00 [30 minutes].
<b>TraCTOR Trailer:</b>	\$75.00 [60 minutes].
<b>Dedicated Service:</b>	Available at the above noted Hourly Values, subject to a minimum three (3) hour assessment and available on a pre-scheduled basis only.
<b>Additional Helper(s):</b>	As required, with the truck are minimum \$30.00 per hour, per person. We require this service to be booked not less than two (2) hours in advance (subject to availability). Each person is subject to a two (2) hour minimum charge.

**INCOMPLETE ADDRESS [IA]**

Even if there is a physical address noted on the delivery document, addresses are considered incomplete if they also exhibit a P.O. Box, Concession Line or R.R. number and as such will be assessed an administration fee of \$6.00 to allow Express to clarify the physical delivery address.

**INVOICING ERRORS [IE]**

Will be assessed an administration charge of \$10.00 per occurrence for any re-invoicing due to improper shipping and/or billing instructions or due to incorrect invoice payments.

**LABOUR (Additional Helpers)[LAB]**

See Hourly Values.

**LINEHAUL CHARGES [LC]**

As noted on Rate Quotation.

**LOADING/UNLOADING TIME [LU]**

See Hourly Values.

**LOGISTICS [LOG]**

When requested and available, for providing administrative or operational staff to accommodate the handling, sortation or other logistical requirements of delivery before or after hours, on weekends or holidays a fee equal to 5% of the prevailing transportation charges will be assessed.

### **NO PICK UPS [NP]**

Dispatched calls which result in becoming "No Picks" within the **Immediate Area** by virtue of freight not being available, whatever the cause may be, are subject to a charge of:

- **Parcel:** Seventy-five (75) percent of billable charges as determined by initial order placement (minimum your Quoted Rate or \$50.00, whichever is less).
- **Freight:** Seventy-five (75) percent of billable charges as determined by initial order placement (minimum your Quoted Rate or \$100.00, whichever is less).

Dispatched calls which result in becoming "No Picks" within **ALL OTHER AREAS** by virtue of freight not being available, whatever the cause may be, are subject to a charge of Express' invoiced costs plus twenty (20) percent for all services except Direct Drives, which are billed as if completed in full.

### **ORDER PROCESSING [OP]**

- **Parcel:** \$ 5.00 per bill of lading, includes 10 parcels, plus \$0.50 each additional.
- **Freight:** \$15.00 per bill of lading, includes two skid equivalents, plus \$5.00 each additional.
- **Other:** As noted on Rate Quotation.

### **OVERSIZE SHIPMENTS [OS]**

Any bulk and oversized (length, width and/or height) orders will be surcharged to Dimensional Values as noted herein. Call your Customer Service Representative prior to shipping. Orders which contain pieces which are 10 (ten) feet in length or longer will be assessed an additional handling charge of::

- **Central Canada Territory:** \$40.00
- **East & West Canada Territory:** \$68.00
- **North Canada Territory:** Call For Rates Prior To Shipping

### **PALLETS [PAL]**

For the purchase of pallets for the provision of Services as requested, will be assessed as follows plus applicable transportation charges to the point of pick up.

- **Standard Skids:** \$7.50.
- **CPC, CHEP, Custom :** Cost amount plus 15%.

Standard quoted transportation charges will also apply to bring pallets to point of order pick up.

### **PARKING TOLLS [PT]**

Upon affecting delivery, if a parking toll is required to be paid by the Delivery Person, the Shipper will be liable to assume this liability at cost plus 15%.

### **PRIVATE RESIDENCE [PR]**

- **Parcel:** Minimum \$7.50 per delivery to all Destinations.
- **Freight:** Minimum \$30.00 per delivery to all Destinations.

### **PROOF OF DELIVERIES [POD]**

An administration fee will be assessed for the provision of physical P.O.D's as follows:

- **< 1 month old:** No Charge.
- **< 6 months old:** \$ 5.00 per.
- **< 12 months old:** \$ 20.00 per.
- **> 12 months old:** \$100.00 per.

### **REBATES [REB]**

As noted on Rate Quotation or on Spot Rate Quotations containing an Express Rate Confirmation Number.

### **REDELIVERY [RED]**

If a delivery has been attempted and can not be affected, due to reasons beyond Express' control, a redelivery or return charge will also be assessed equal to the original delivery charge if within the Direct Points of Service Area or as a percentage of original revenue to all other Destinations.

### **REFUSED ORDERS [REF]**

- **Immediate Area:** If on an Overnight service only: No Return Service Charge applicable if original order is undeliverable and returned to shipper.
- **All Other Areas:** All other shipments refused for no fault of the carrier will be assessed at the prevailing delivery rate or standard Return Service rates, whichever is greater, for their return back to the original shipper. In some instances, a discount may be arranged by obtaining a discount Confirmation Number in advance of the Return. Please call your Customer Service Representative for more details.

### **SHRINK WRAPPING [SW]**

When required to maintain integrity and security of loose pieces on pallets will be assessed at \$2.75 per pallet.

### **STORAGE [STO]**

If available, for storage of product held pending appointment or other disposition will be assessed as follows:

- **1 day after receipt:** No Charge.
- **>1 days after receipt:** Minimum \$5.00 per pallet equivalent (or less) per bill of lading, per day.

### **SHUNTING [SHU]**

For moving trailers within a specified location, and will be assessed minimum one-hour labour, plus travel time (per hour in 30 minute increments), from and to Express' yard.

**SUPPLIES [SUP]**

As per special customer request and will be assessed at cost plus 15%.

**TAILGATE [TG]**

Tailgate services will be assessed a flat rate of \$50.00, to all Direct Points of Service. Contact our office for charges to all other Destinations. These services must be requested in advance and be noted on the waybill/BOL.

**TEMPERATURE CONTROL [TC]**

For the protection of the product being shipped by keeping it within a specific temperature range. Call your Sales Representative for more information.

**TOLL CHARGES (407 ETR) [ETR]**

This service must be requested at time of pick up and noted accordingly on the delivery document and will be assessed at a flat rate of:

- |                            | <u>Car/Van</u> | <u>3/5 Ton</u> |
|----------------------------|----------------|----------------|
| • <b>Immediate Region:</b> | \$20.00        | \$100.00       |
| • <b>Local Region:</b>     | \$40.00        | \$175.00       |

**VAN [VAN]**

May only be requested to provide Direct Drive services. Orders requiring a van to affect delivery will be assessed a flat surcharge of \$15.00. A request for a van must be done at time of call in and will be noted accordingly on the delivery document by the Delivery Person, if not by the shipper. This surcharge is automatically applicable to any order under 100 lbs. that does not fit into a car, whether noted on the delivery slip or otherwise, which is upgraded accordingly.

**WAITING TIME [WT]**

For charges for the additional time taken while waiting to have a delivery affected once at the consignee. See Hourly Values.

**OTHER SURCHARGES [OTHER]**

As noted on Rate Quotation.

**THE RECEIPT OF A COPY OF THIS AGREEMENT**