

## **Accessorial Fee Guide**

Country Transport strives to provide you the best over-the-road transportation solutions. This means giving you top quality service from the beginning to end - the time you place your order, the pick-up, en-route, the delivery, and finally invoicing.

We strive to simplify, standardize and adhere to clearly-defined processes at every stage of your freight movement. Our determination to improve these processes results in the optimal use of assets. By avoiding exceptions, whenever possible we avoid inefficiencies which affect the whole transportation system.

Sometimes, however, exceptions happen even though clearly-defined processes are followed through. For these occasions our accessorial fees have been documented and will be applied.

### **Principals that guide our day-to-day operations**

#### *Service*

Without you, we wouldn't be in business. So once we've made a commitment to you, we do everything in our power to deliver on that commitment.

#### *Cost Control*

To provide cost-effective solutions we must control our costs. Idle assets are one of the biggest controllable costs in the industry.

#### *Asset Utilization*

We consider our drivers one of our biggest assets. We work continually to maximize the use of our drivers operating our second largest asset – the tractor and trailer. Obviously, the more a driver/tractor/trailer combination can do within the hours of service rules laid out by the FMCSA<sup>1</sup> the more it benefits you. This is why we are committed to a seven-day-a-week operation wherever possible.

#### *Safety*

We are totally committed to the safety of our employees, our customers and the general public. Many aspects of over-the-road transportation are inherently risky. Heavy equipment moving at speed demands and deserves respect. That is why we do everything in our power to make our operations predictable and safe.

#### *People*

Every one at Country Transport is obliged to "do the right thing." Sometimes we need to deal with challenges for which there are no set guidelines. In these cases we ask ourselves if our proposed solution is in line with our safety and operating rules, if it still meets our customer commitments, and if it is financially sound. If the answer is "yes" to each one of those questions then we go ahead and do it.

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<sup>1</sup> Federal Motor Carrier Safety Association

**The following services are included in the freight rate.**

- ✓ A person is available 24/7 – 365 days a year at the same number you always dial.
- ✓ A knowledgeable person will take your order. The order will not be confirmed until all your questions are satisfactorily answered.
- ✓ A professional driver will arrive at the pick-up with the equipment requested at time of order.
- ✓ Two hours to load the trailer at the shipper and two hours to unload the trailer at the consignee for full loads (TL.) Fifteen minutes for each fifteen feet of freight for less than full loads (LTL.)
- ✓ A professional driver will safely operate the equipment to the destination and take every effort to ensure it is damage free. The driver is equipped with a cell phone for emergencies.
- ✓ You may call at any time during regular business hours to request the last known location of your freight.
- ✓ Everyone at Country Transport will ensure your freight moves efficiently from the time of pickup, through the border (if applicable) and to its destination.
- ✓ An employee will give you a courtesy call or e-mail to let you know when your freight has been picked up or delivered.
- ✓ All equipment will comply with current FMCSA guidelines and rules.
- ✓ The invoice will be sent via electronically, fax or mail within 14 days of the delivery

**The following fees will apply if applicable.**

***If you need to cancel or change your order***

After receiving an order confirmation from you, a driver, truck and trailer will be reserved for your order. You may cancel the order without a cancellation fee within 15 minutes of receiving your confirmation or up to 36 hours before the planned arrival of our equipment. A cancellation of your order is considered a "Truck Ordered – Not Used".

If you need to change your order because the amount of freight has changed, or the pick-up time has changed, the order will need to be re-negotiated and a new freight rate will apply. If it is deemed by you that the order will be cancelled because we cannot commit to the new freight requirements, the cancellation fee will apply.

A cancellation between 12 hours and 36 hours before the planned arrival of our equipment.	\$150.00
A cancellation less than 12 hours before the planned arrival of our equipment.	\$250.00
A cancellation after the driver has arrived at the shipper.	\$350.00 + Any asset use fees

**Improper paperwork**

It will be your responsibility to ensure that all parties involved obtain the correct paperwork before the driver leaves the shipper. Only you know your freight and the paperwork or information that is required to efficiently transport it to the destination. If the information required is incorrect or is not provided, we will contact you, the shipper or the receiver to make the necessary revisions so your shipment can move forward as quickly as possible. This applies to all shipments and all paperwork including, but not limited to, the Bill of Lading and any Customs documentation.

\$250.00 +  
any asset use fees

**Cleaning the trailer/equipment**

What goes around comes around - every shipper requires a clean dry trailer. The receiver is responsible for the removal of dunnage (blocking, bracing, strapping or other material used inside the trailer to secure the load,) and any product that is spilled or has been left inside the trailer. You paid for all the freight to be transported to its destination. This applies to any trailer that is refused at the next shipper or a refusal by the receiver to clean the trailer after our driver or dispatcher has requested for the trailer to be cleaned.

\$250.00 +  
any asset use fees

**If your shipment is held by customs**

In the case of a trans-border shipment, if Canada or U.S. Customs require the load to be searched we will act on your behalf and co-operate with the authorities as requested. We understand that security measures are designed to improve safety and security at the border. Allowance of 1 hour for customs inspection is given.

Any asset use fees  
+any 3<sup>rd</sup> party  
costs.

If the load is put in bond and moved to a bonded facility en-route for clearance without prior negotiation and noted on your confirmation.

\$250.00 +  
Any asset use fees

We do our best to supply any pertinent information to customs brokers, however, situations happen where sending everything provided is not cost effect or manageable. If the customs broker has an issue with the paperwork and does not contact us in a timely manner or does not contact at all and the shipment is delayed.

\$250.00 +  
Any asset use fees

**Weight of shipment**

We will weigh the shipment, at our cost, at the first available public scale, if the weight shown Bill of Lading exceeds 40,000lbs or if the driver feels that the load is not uniformly loaded on the trailer. Any shipments over 44,000 lbs must be stated on your confirmation. If the weight of the tractor/trailer or the axle weight combination exceeds the legal limit for any jurisdiction en-route, the load cannot proceed and must be re-worked. We will make arrangements with you to have the extra weight removed or the load dispersed properly.

\$250.00 +  
Any asset use fees  
+ any re-weigh  
fees +  
Any 3<sup>rd</sup> party costs

**Improperly loaded shipments**

The shipper is responsible for loading the freight properly. Safety is our top priority. The driver will work with the shipper, if requested by the shipper, to assist in any way possible. If the driver feels that the load is insecurely loaded he will notify dispatch for resolution but will not proceed off the property of the shipper. If the load shifts en-route we will work with you to find a suitable location to ensure the load is securely positioned in the trailer.

\$250.00 +  
Any asset use fees  
+ any 3<sup>rd</sup> party  
charges

**Damage to Equipment**

We strive to operate excellent equipment and keep the equipment in top running order. Any damages by a shipper or consignee to any equipment will be your responsibility. This includes but not limited to damage to the inside or outside of the trailer, missing or damaged load bars, straps, etc.

\$250.00 +  
Any asset use fees  
+ any 3<sup>rd</sup> party  
charges

**\*\*\* Dangerous goods/Hazardous materials \*\*\***

We are not a hazardous materials (hazmat) carrier. We cannot load any hazmat onto any Country Transport trailer. Our employees and drivers are not trained to handle hazmat. Any hazmat loaded onto our trailers, whether declared on the Bill of Lading or not, will be removed immediately at the first available location that can handle hazmat. We will not be responsible to further handle this portion of freight. This is a very serious offence and we have a zero-tolerance policy toward this action.

\$10,000.00 +  
Any asset use fees  
+ any 3<sup>rd</sup> party  
charges

**Illegal goods**

Any illegal goods (i.e. drugs, weapons, contraband etc) that are loaded on the trailer will be immediately reported to local law officials. All employees will co-operate with the authorities until the matter is resolved to the satisfaction of all officials involved. This is a very serious offence and we have a zero-tolerance policy toward this action.

\$500,000.00 +  
Any asset use fees  
+ any 3<sup>rd</sup> party  
charges

**Asset use fees when not addressed in negotiated order confirmation**

Efficient asset utilization benefits you by increasing the availability of drivers, trucks and trailers. Optimizing assets is one of our five key operating principles. This is why we are so keen on establishing proper trip plans and minimizing ineffective assets scenarios. The quicker we can get doing what we do best – **moving freight** from the shipper to the consignee, the more cost-effective we can be.

For a **driver/tractor and van trailer** after arrival at the shipper/consignee or from previously scheduled appointment time.

- Full loads after 2 hours at shipper or consignee, 1 hour at customs \$75.00/hr
- Less-Than-Load - allowed time is 15 minutes for each 15 feet of freight \$75.00/hr
- Additional Layover – 8 hours to 12 hours \$450.00
- More than 12 hours \$800/each 24 hrs

For a **driver/tractor and reefer trailer** after arrival at the shipper/consignee or from previously scheduled appointment time.

- Full loads after 2 hours at shipper or consignee, 1 hour at customs \$85.00/hr
- Less-Than-Load - allowed time is 15 minutes for each 15 feet of freight \$85.00/hr
- Waiting time – 8 hours to 12 hours \$500.00
- More than 12 hours \$900/each 24 hrs

Rental of a trailer or a loaded trailer held en-route \$35.00/day  
\$200.00/week  
\$750.00/month

Switching trailers (pulling a dropped trailer out of a dock door so the dock can be used to unload our trailer.) We cannot be held accountable for any damages to another parties' trailers. \$150.00

Shunting of 2 or more trailers within a 25 mile (30km) radius \$75.00/hr

Re-directing of driver/tractor/trailer unit is defined as a change in the shipper, consignee(s), or the requested route while en-route which is not noted on the original confirmation. We will do everything we can to accommodate your request but in some cases the nature of the diversion can make it impossible because of the impact it may have on another customers requirements. \$3.00/mile  
Minimum \$50.00

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## **Disposition of accessorial fees**

We understand that exceptions do occur but because these exceptions are costly to all parties involved we ask that you provide us with as much information about your shipment as possible. This helps us minimize/eliminate issues or confront them before the load is confirmed. We ask that you prepare a fax or an e-mail to confirm your shipment and that the following information be documented:

- Your information:
  - Billing address
  - Contact information (phone number with name and extension)
  - Your tracing number (Load number, PO number etc)
- Shipper/Consignee information:
  - Physical address (#, street, city, postal code/zip code)
  - Contact information (phone number with name and extension)
  - Hours available for pickup/delivery
- Shipment Information:
  - Identifying number(s) (PO, Pickup, Shipment, Load #, appointment # etc)
  - Amount of freight (# of skids, footage etc)
  - Type of freight (skidded, floor loaded etc)
  - Commodity (please be as specific as possible)
  - Weight (Total weight, weight per skid etc)
  - Customs broker if a cross-border shipment.
- Any accessorial fees already negotiated in the freight rate:
  - To avoid confusion, please document anything that may be considered an accessorial fee. (travels in bond, trailer washout required, no truck docks available. etc)

If this information is not available, we will make every effort to obtain this information. This may include calling the shipper or the receiver.

If an exception does occur we will attempt to contact and to inform you of the issue or a potential issue. If, for any reason, we cannot contact you within 15 minutes we will make a decision on your behalf based on all the information we currently have and the potential outcomes that may arrive with other clients involved. Please provide us with after-hour numbers for you or someone in your firm with the capacity to make these decisions.

Once the load has been delivered we will request that you amend your confirmation to show these accessorial fees. This assists our billing department to clearly mark additional fees on the invoice and assist your accounts payable team in the payment process.